
SASKTEL

INTEGRATED BUSINESS

COMMUNICATIONS

TROUBLESHOOTING GUIDE AND FAQs

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SaskTel 
| Business Solutions |

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INTEGRATED BUSINESS COMMUNICATIONS SUPPORT

Thank you for choosing SaskTel Integrated Business Communications (IBC).

To help you resolve some common issues prior to contacting support, we have included troubleshooting information on the second page of this document. There is also a SaskTel IBC Administrator web portal tutorial available at sasktel.com/ibcsupport, along with help pages within the web portal itself.

If your issue is not resolved using these instructions or the tools available to you, please have the Administrator contact **SaskTel Business First Support Team (BFST)** at **1.844.SASKTEL** (1.844.727.5835).

SUPPORT INFORMATION

The Administrator is the **first level** of support for any troubles and must be the person to place the support call. Placing a support call in this manner is only for technical difficulties related to IBC.

Standard support includes the following:

- Initial point of contact for trouble management
- Collaborate on issue resolution
- Verify usage and setup of the IBC application
- Verify network and collaborate with other internal support groups as required. Does not include support for internet, wireless network, or service not provided by SaskTel.
- Work with SaskTel vendors for additional support as required
- Provide reason for outage or root cause analysis upon request

Scope of support for Soft Clients and IBC devices delivered over-the-top (OTT)

- Soft Client/OTT devices first point of contact to support will include:
 - Check the setting on the Mobile, Tablet, or Desktop Clients
 - Provide Mobile, Tablet, or Desktop Systems minimum specifications
 - Confirmation of registration of the desktop phones delivered OTT

During the first 30 days after the service is operational for use, SaskTel will respond to all queries from the Administrator at no charge. After the 30-day period is complete, any calls to SaskTel by the Administrator, which are within the Administrator's area of responsibility, will be chargeable at the rate of \$150.00 per hour, for a one-hour minimum.

Service objectives:

SEVERITY 1	SEVERITY 2	SEVERITY 3 & 4
24/7	8:00am – 5:00pm; Mon – Fri	8:00am - 5:00pm; Mon – Fri
Response: 60 minutes	Response: 60 minutes	Response: Best effort
Escalation: 4th hour	Escalation: 8th hour	Escalation: Best effort
Mean time to repair: 4 hours	Mean time to repair: 8 hours	Repair: 24 business hours

TROUBLESHOOTING

At any time, should you encounter a problem with your SaskTel IBC service, please attempt any of the following steps to resolve the issue prior to placing a Support call:

Ensure the following requirements are in place for the user experiencing the trouble:

Firewall requirements:

- To allow instant messaging and presence (IM&P), voice, video, and other services to work on the IBC soft clients, or devices delivered over-the-top (OTT), there are a number of IP addresses/ports that need to be accessible.
- If there is a firewall blocking outgoing connections from the LAN/WIFI network to the internet, the IP addresses/ports in the following table will have to be opened to allow IBC communications to function properly.
- If your firewall is NATing internal addresses, you must ensure that “SIP NATing” or “SIP Inspection” is disabled. TCP NAT session timeout must be set to 600 seconds or higher.
- The Firewall Session timeout for Voice/Video calls signaling must be set to 600 seconds or higher.
- The IP addresses and the destination ports of the services listed below that are followed by an asterisk (*) must be accessible to OTT devices. Network equipment must be capable of providing each phone an IPv4 address via Dynamic Host Configuration Protocol (DHCP).

SERVICE	DESTINATION ADDRESS	DESTINATION PORTS
IM&P	ibc.sasktel.com	TCP 5222 and TCP 5281
File transfer	ibc.sasktel.com	TCP 1081
Desktop sharing	uss.ibc.sasktel.com	TCP 8443
Login/Feature changes*	dms.ibc.sasktel.com	TCP 443
Voice/Video calls signaling*	snp.ibc.sasktel.com	TCP 5061
	ssp.ibc.sasktel.com	TCP 5061
	snp1.ibc.sasktel.com	TCP 5061
	ssp1.ibc.sasktel.com	TCP 5061
Voice/Video Secure RTP*	216.174.151.140	UDP 10000 – 49999
	216.174.151.156	UDP 10000 – 49999
	69.11.11.12	UDP 10000 – 49999
	69.11.11.28	UDP 10000 – 49999
Polycom devices*	ztp.polycom.com	TCP 443
Cisco devices*	activate.cisco.com	TCP 443

PC requirements

System requirements for native desktop are as follows:

- Operating system (OS): Mac OS 10.11 El Capitan, Mac OS 10.12 Sierra, Mac OS 10.13 High Sierra, Mac OS 10.14 Mojave, Windows 7 SP1, Windows 8/8.1, or Windows 10 (Classical view only).
- The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows.
- For voice calls, a sound card, speakers, and a microphone or a headset are required.
- For video calls, a web cam is required.

Minimum system requirements for respective operating systems must be fulfilled, with the following additions:

- A minimum of 4 GB random access memory (RAM) is required.
- A minimum 1.5 GHz CPU is recommended. Dual-core CPU is recommended for video calls at a minimum.
- Open Graphics Library (OpenGL) 1.5 or higher is recommended.

For HD video, the following is recommended:

- HD camera
- HD resolution support in display
- Quad Core x86 or equivalent at a minimum
 - 4 GB RAM

Bandwidth requirements

Bandwidth usage depends on what the client or OTT device is used for and will vary based on whether the end-user is using audio, video, what codecs and screen size are being used, whether they are desktop sharing a static screen, or a dynamic screen.

The following indicates what each separate feature might use for one user:

- Voice – Usually the least amount of usage. 100 Kbps will cover all the codecs used (G711, G722).
- Video – Will vary based on the codec and the screen size being used, as well as based on the type of video camera being used. For example, filming something that's static can be different from filming dynamic movement. The average bandwidth requirements based on the codec and video size used ranges from 192 Kbps to 4 Mbps.
- Desktop sharing – Ranges from 50 Kbps for PowerPoint presentations to 740 Kbps for movie sharing full screen.



Mobile requirements

Ensure users are on the current release of the Mobile Soft Client by checking the Google Play Store or iTunes for available updates.

IBC Mobile Soft Client for Android supports devices with Android OS 5.0 or later. For best user experience and specifically for video calling, the following device specifications are recommended:

Quad-core CPU (or higher)

- 2 GB RAM (or higher)
- ARMv7 instruction set
- Minimum screen resolution 480 x 800

The client has been validated on the following reference devices:

- Samsung Galaxy A8
- Samsung Galaxy A51
- Samsung Galaxy J1
- Alcatel 5002s
- Motorola Moto G

- Samsung Galaxy S7
- LG G4
- Samsung Galaxy S9+Google Pixel 3 XL

IBC Mobile Soft Client for iOS supports devices with iOS 10 or later, running on iPhone 5S and later. The client has been validated on the following reference devices:

- iPhone 6s – iOS 11/12
- iPhone 7s – iOS 12

Tablet requirements

Ensure users are on the current release of the Tablet Soft Client by checking the Google Play Store or iTunes for available updates.

For Android users, the mobile and tablet clients are the same and only supports devices with Android 5.0 OS or later. For best user experience and specifically for video calling, the following device specifications are recommended:

- Quad-core CPU (or higher)
- 2 GB RAM (or higher)
- ARMv7 instruction set supported by the CPU (for media capabilities)
- Minimum screen resolution 1280 x 800

The client has been validated on the following reference devices:

- Samsung Galaxy Tab A 8
- Samsung Galaxy Tab S
- Samsung Galaxy Tab S2 8.0"
- Pixel C
- LG G Pad II
- Lenovo Tab 3
- Samsung Galaxy Tab S3 9.7

IBC Tablet Soft Client for iOS supports devices with iOS 10, or later. The client has been validated on the following reference devices:

- iPad 6th Generation
- iPad 9.7" 5th Generation

Desktop Sharing browser requirements

Users can share a desktop share link with external parties to allow them to view their desktop. External parties using the desktop share link access the desktop sharing session via a Guest Client, which must use one of the required browsers:

- Latest version of Chrome
- Internet Explorer 11 or later
- Safari 7 or later

TIPS FOR CALL QUALITY

Call quality for soft clients and devices delivered OTT depends entirely on your local network, the internet connection, along with the router and switch devices (LAN equipment). To give your soft client and OTT users the best possible experience, here are a few things to consider:

- Enabling and configuring Quality of Service (QoS) on your network. This means that routing devices on

your network will treat voice data packets as the most important type of traffic and ensure it arrives safely and in the correct order.

- Desktop Soft Client users should plug their computer into a network connection whenever possible instead of using wireless.
- A good, business grade, internet connection. Making phone calls takes upload bandwidth. Ensure you have enough upload bandwidth to accommodate the amount of soft client and OTT users you think will be on the phone at the same time. We recommend you consider up to 100 Kbps of bandwidth per call. Keep in mind that if you are using an internet connection that is shared with the rest of your office or home data traffic, you will have to take that bandwidth into consideration as well.
- Dedicating the internet connection to IBC SIP device traffic for best experience.
- If you have many Mobile Soft Client users, consider having your wireless network designed for voice traffic. Mobile Soft Client users should also pay attention to their signal strength so they can choose the best calling mode from their IBC Soft Client; VoIP Call, iPhone (Mobile), Call Back, or Call Through.
- It is a good idea to purchase a quality headset for your devices.

When considering these points, please contact your SaskTel Representative if you would like to talk to us about how we can help address them with our products and services.

FREQUENTLY ASKED QUESTIONS

1. What do I do if my desktop phone breaks?

If you rent your desktop phone from us, have your Administrator contact SaskTel BFST at **1.844.SASKTEL** (1.844.727.5835) and report the trouble.

If you have purchased your desktop phone from us, we offer 12 months manufacturer warranty on Poly and Cisco sets. This warranty is for parts only, so time and charges to install the new set will apply. In the event a set fails, contact your SaskTel Representative.

2. What is the dialing timeout on the Poly and Cisco desktop phones?

When you dial the first four digits then hesitate before entering more digits, the call will attempt to complete. This is because the user could be dialing a four-digit extension, so the desktop phone attempts to send the call. If you need more time to enter your digits, a solution is to predial the number before taking the handset off hook. Once you have finished dialing, simply go off hook (or hit the dial button for speakerphone) and the call will immediately proceed.

3. Can I use the IBC Mobile Soft Client on a Tablet device?

There is an IBC Tablet Soft Client for Apple iOS designed specifically for tablets, available on iTunes. The IBC Soft Client for Android OS can be used on both mobile and tablet devices.

4. Why can't I chat with contacts from Yahoo?

Chatting with users in other domains is possible but depends on the domain. For instance, SaskTel IBC supports Google federation but not Yahoo. However, group chat is not supported in Google federation, so the group chat option with those contacts is shown in gray.

5. Why can't I change the avatar?

Double-clicking the avatar should open a file explorer view to select a file. If your XMPP connection is lost, changing the avatar will not work. A lost XMPP connection is indicated in the main window's top notification area.

6. My contacts are all offline and my client's status bar says "XMPP unavailable". What does this mean?

It means that the XMPP connectivity has been lost for chat, as well as for presence; however, you can still make

calls. Try logging out of the application and logging back in. You should contact your Administrator who can contact SaskTel BFST if it persists.

7. Why am I offline?

If you have selected "Offline" status, you are shown as offline to others. Another possibility is that you may have lost your internet connection. In this case, the client does not log you out. It enters an offline mode where a contact list is available, but communication is not possible.

8. Why can't I have more video resolutions available on the Desktop Client?

You can choose your video resolution from Preferences and the Video tab. Your selection is used by default for future video calls. The available resolutions are automatically presented based on your camera.

9. Why are my group chat messages not saved?

Only the newest chat room messages are stored on the server, but never for My Room for security reasons.

10. Why does my location show an incorrect address?

It is based on the public IP address that the machine is using. The IP address is mapped to a physical location. The vendor is working with the mapping provider to improve the accuracy of the location. You can also manually change the location by clicking the avatar and changing the location icon.

11. Why can't My Room participants share the desktop?

The owner of the room must allow participants to share. From the Conversations menu in the Desktop Client, go to My Room (Owner) >Sharing >Allow Participant Share. Only IBC participants will be able to share within other IBC user's My Room.

12. Why am I not receiving a pop-up notification for an incoming call on my Mac when in Full Screen on another application?

This is a known issue with Mac operating systems and the IBC Desktop Client. The Mac will ring through the default voice output, but a pop-up notification will not appear in the bottom right corner of the screen like it will on a PC. Using Full Screen is not recommended if you wish to see the notification in the bottom right corner of the screen.

13. Why can I not see the presence, profile picture or location of a user in my Enterprise in the clients?

That user may be using an Android client and may not have got your request to share availability. Delete them from your contact list, ask that user to log into the Desktop Client then you add them back into your contact list. They will receive a notification to accept or decline to share availability information. They must accept for you to see their information.

14. Why is my message waiting indicator flashing on my desktop phone when I don't have any messages?

Your desktop phone may have been reset. Use the feature access code *97 to clear it.

15. Why are all my incoming calls going to voice mail? Why is my desktop phone not ringing on an incoming call?

Your phone may be on Do Not Disturb. Deactivate it by pressing the DND soft key on your set or by dialing *79.

A device/location that you have set to Call Me Anywhere may be dead or unavailable. Try disabling your

Call Me Anywhere location.

Your phone may be unregistered. You will know this if there is an “x” over your line on your phone. Reset your device by unplugging it and plugging it back in.

16. When I'm transferring a call to a third party, why does my caller ID display for the third party?

When performing a consultative transfer, essentially you are putting the original caller on hold then making a call to a third party. Therefore, your caller ID is displaying to the third party. When you complete the transfer, the original caller is being delivered to the third party on the line you used to connect to the third party. Your caller ID will continue to display once the original caller and the third party are connected. If you wish to display the original caller's ID when transferring, use Blind Transfer or verbally provide the third party the original caller's ID during the consultative transfer.

17. Why does the Automatic Call Back feature not work for me?

The called party must be an IBC user and is required to be in a busy state for this feature to function. If the called party has voice mail turned on or Call Forward Busy activated, then the call will go to voice mail and the feature will not be able to be activated. You must hear a busy tone on a call directed to an IBC user to activate the Automatic Call Back feature. If you wish for this feature to work for other's calling you, turn off your voice mail service in the portal.

18. Why can't I change my username and password?

Username and password editing are not supported in any IBC client. To edit your password, log into the IBC portal, click on Profile>Passwords, select Set portal password, enter in the current password and the new password and then click OK. If you do not know your current password, contact your appointed IBC Administrator in your organization to reset your password. If you have Administrator access refer to the [Administrator User Guide](#) for instructions on how to reset a user's password.

19. How do I transfer a call to a user's voice mail from an analog device?

If your device has a Flash key, then you can use the feature access code. While on an active call, press the flash key, dial *98, followed by the extension (or your own) and the pound key (#).

20. Why am I receiving the error “Your service plan does not allow calling that number” when I try to configure an Attendant Call Number in the SaskTel Voice Mail Portal?

If you are experiencing this error, your IBC Administrator can call SaskTel Business Sales at **1.844.SASKTEL** (1.844.727.5835) to have the number configured for you.

21. My Busy Lamp Field contacts have disappeared from my phone, how do I get them back?

Try resetting the phone.

On the Poly devices: From the Home View, using the navigation keys select Settings, select Basic, select Restart Phone, select Yes. It will take a few minutes to restart the phone.

On the Cisco devices: Press the Applications button, using the navigation keys select Device Administration, select Restart, select OK. It will take a few minutes to restart the phone.

If the Busy Lamp Field contacts do not appear, you should contact your Administrator who can contact SaskTel BFST for further support.

22. Why hasn't the Time Zone for Group Services updated automatically after Daylight Savings Time?

While the time zone on your IBC Desktop Client will automatically update to match the time set on your computer, the time zone for all Group Services, such as Auto Attendant, Hunt Groups, and Call Queues, must be manually updated in the IBC Administrator Portal. Visit the IBC Administrator Portal User Guide for instructions on updating the time zone for each Group Service.