
SASKTEL

INTEGRATED BUSINESS

COMMUNICATIONS (IBC)

DESKTOP CLIENT USER GUIDE

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SaskTel 
| Business Solutions |

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ABOUT THE SASKTEL IBC DESKTOP

The IBC Desktop Client enables you to become mobile, allowing you to communicate and collaborate from your favorite devices, wherever you happen to be. The Desktop Client provides you with high definition quality calls and can replace the need for a desktop phone.

Requirements

For the system, bandwidth, and firewall requirements, view the IBC Troubleshooting Guide found at sasktel.com/ibcsupport.

How to download and install the SaskTel Desktop Client

To download the client:

1. Go to sasktel.com/ibcsupport.
2. Select the appropriate Desktop Client file to download (i.e., for Windows or Mac).
3. Follow the installation instructions as they appear on screen.

How to uninstall the SaskTel IBC Desktop Client

To uninstall in Windows, go to **Programs and features** under your operating system's **Control panel**. During the uninstall process, you will have the option to remove user profiles. Choosing to do this will delete saved SaskTel IBC passwords and instant messaging histories.

In Mac OS X, uninstalling is performed by simply dragging the SaskTel IBC icon out of the **Applications** folder and into the **Trash**.

VOIP 9-1-1 AND IBC

There are 3 differences between traditional 9-1-1 service and VoIP 9-1-1. With VoIP 9-1-1:

- Your location is not known automatically. The 9-1-1 operator will ask you where you are.
- If you can't tell the 9-1-1 operator your location, they'll use your last known address. **This means it's important for you to [update your location for VoIP](#) anytime you use VoIP service in a different location.** This can be done by clicking on the Update your VoIP 9-1-1 location information once logged into the IBC Desktop Client.
- Calls will only be routed to Public Safety Answering Points (PSAPs) within Canada and the United States. If you're planning to use VoIP service outside of Canada or the United States, we recommend you have other ways to contact emergency personnel. The service is only offered to Canadian customers within Canada and Canadian customers visiting the United States temporarily (less than 6 months).

All 9-1-1 emergency calls that are made using SaskTel's IBC service will be routed to an operator. If you are using SaskTel's IBC service to make a 9-1-1 emergency call, you must verbally provide the operator with your location, so that the operator can route the call to the appropriate 9-1-1 response centre.

1. Be prepared to give the operator:
 - Your physical location
 - Your 10-digit phone number
 - Information about the emergency

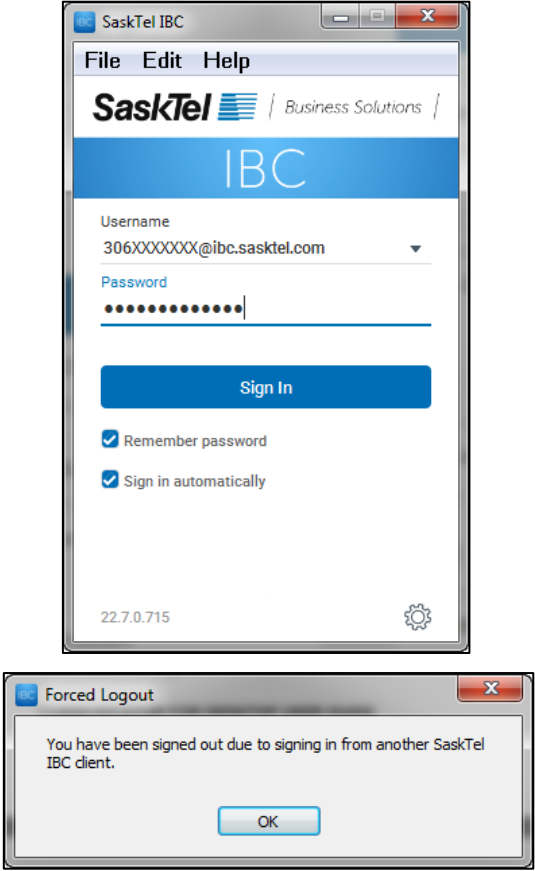
The operator will then route your call to the appropriate Public Safety Answering Point (PSAP).

Once connected to the PSAP operator, tell them you're calling from an IP (VoIP) phone, describe the emergency again, and follow the operator's instructions. They may ask you to repeat your physical location and 10-digit phone number.

SASKTEL IBC DESKTOP CLIENT FUNCTIONS

Key screens when using the SaskTel IBC Desktop Client

Please note some functions of the IBC Desktop Client are only available with certain IBC packages.

DESCRIPTION	SCREEN
<p>Login screen</p> <p>To launch the application, users must enter their SaskTel IBC portal credentials (for example, phonenumber@ibc.sasktel.com and password), from the email set by the SaskTel Business Team with a subject line IBC login and support.</p> <p>For subsequent logins, it is recommended that users select the option to remember their password and sign in automatically.</p> <p>The login screen also displays the version of the client installed.</p> <p>Your user credentials can only be logged into one Desktop Client at a time.</p>	 <p>The screenshot shows two windows. The top window is the 'SaskTel IBC' application window. It has a menu bar with 'File', 'Edit', and 'Help'. Below the menu bar is the SaskTel logo and 'Business Solutions'. A large blue banner with 'IBC' is centered. Below the banner, there is a 'Username' field with a dropdown menu showing '306XXXXXXXX@ibc.sasktel.com'. Below that is a 'Password' field with masked characters. A blue 'Sign In' button is below the password field. At the bottom of the login screen, there are two checked checkboxes: 'Remember password' and 'Sign in automatically'. The version number '22.7.0.715' is displayed in the bottom left corner, and a gear icon for settings is in the bottom right corner.</p> <p>The bottom window is a 'Forced Logout' dialog box. It contains the text: 'You have been signed out due to signing in from another SaskTel IBC client.' and an 'OK' button.</p>

Main window

The main window includes the capabilities to set your personal image, change your presence, check your voice mail, and start communications with other contacts.

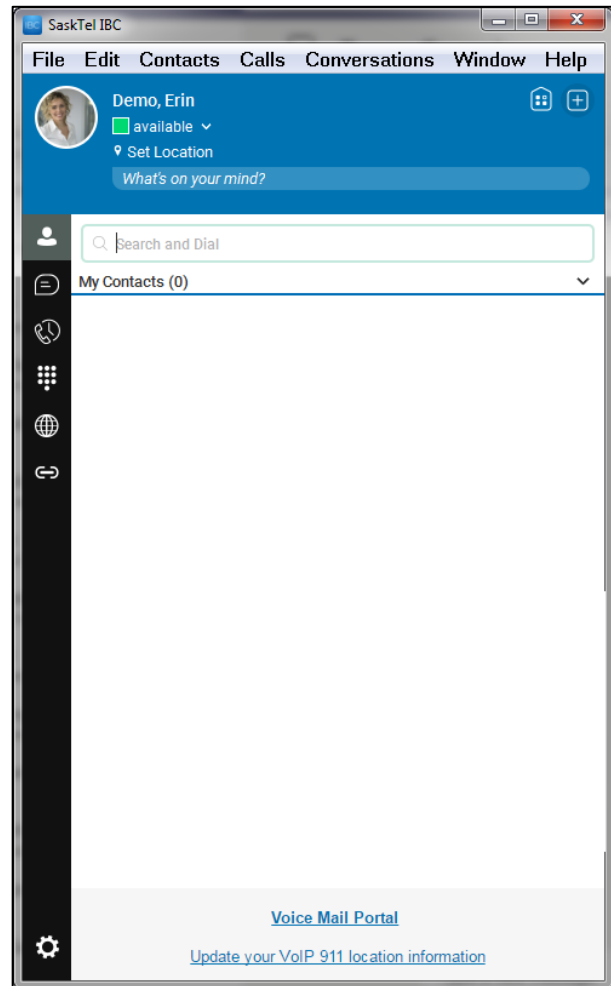
When you start the desktop client for the first time, your Contacts list is empty.

This multi-layered interface has options that are available by clicking your mouse with either the left or right button. To discover all the functionality, review the information on each screen and its capabilities.

Access the voice mail portal online to check your voice mail and manage your voice mail settings. To do this:

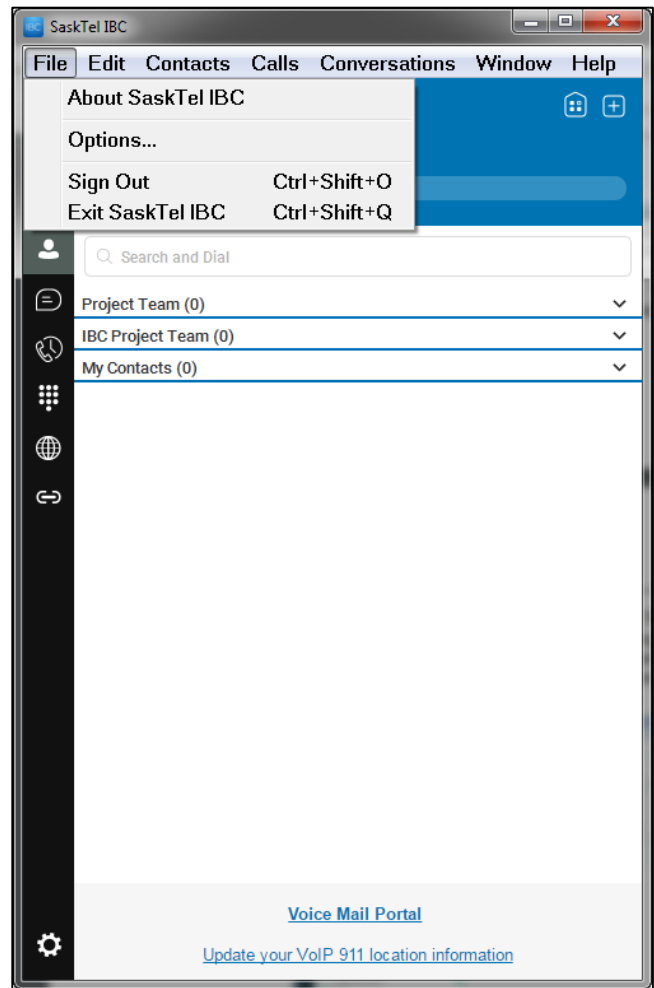
- Click the **Voice Mail Portal** link and your default web browser will open to the SaskTel Voice Mail Centre.
- If you are accessing SaskTel Voice Mail for the first time, enter your 10-digit phone number in the username and password fields, then click **Login**. The system will prompt you to change your password.

Click the **Update your VoIP 9-1-1 location information** link to change your location settings in the SaskTel VoIP portal. Use the same credentials you used for Voice Mail.



Header menu

- **File:** About SaskTel IBC (displays the software version number and EULA), Options, Sign Out, or Exit SaskTel IBC. When you access Options, you can control the IBC Desktop Client settings. Click through the settings to change the General, Audio/Video, Incoming and Outgoing Calls, Services and Advanced settings. Advanced Settings contains your Audio Conference credentials.
- **Edit:** Cut, Copy, Paste, or Select All.
- **Contacts:** Add or search contacts, control how contacts are sorted and which are displayed in your contact list. Add, view, edit, and remove Groups.
- **Calls:** Volume, **choose an audio device**, set up Do Not Disturb, Call Forwarding, Call Me Anywhere features, Manage Incoming and Outgoing Calls settings, set Dialing Service, Pull Call from another device, Retrieve a Parked Call, or access your Voice Mail.
- **Conversations:** Access My Room or generate My Room invitations for guests. Email My Room Invitation will generate an email in your email program to invite guests to collaborate with you. If you are in an active communication, you can also control that communication from this dropdown.
- **Window:** Control the various windows that are in the Desktop Client. Manage your profile and access Busy Lamp Field.
- **Help:** Connects you to the online support site.



Icons on the tabbed main window:



My Information: Use this area to change your profile photo (or avatar), change your presence, set your location, or enter free text. To change your image double click the avatar.



My Room: This is your permanent communications room. Participants can dial in to your audio bridge, view your desktop and chat. Your Admin must assign you to an audio bridge before it will appear here.



Add: Add a contact, group, or My Room invitation.



Contacts: Displays your contacts and their availability. To search for a contact, start typing a name in the Search and Dial field. This will search your Contacts and your Enterprise Directory.



Chat: View previous chat history. Right-click to Mark All as Read.

Communication History: Displays the number of voice mails as well as all of your call history. Right-click on the icon to Mark all as Viewed. Dial into Voice Mail by clicking on Voice Mail.



Dialpad: Click to display the Dialpad. To make a call, enter a number and select how you want to complete the call – via the IBC Desktop Client, your desk phone, or use the video calling capabilities.



Directory: Provides a complete list of all contacts within your SaskTel IBC Enterprise Directory. To add a contact or to see additional options for a directory contact, right-click the contact name or group.



IBC Portal link: Provides a direct link to the IBC User Portal where you can manage features; add Busy Lamp Field users, turn voice mail on and off, and update your email address on your profile.



Options: Use for quick access to options and call settings such as Call Forwarding.

Join Room

Join Room: Join a contact's room.



Call: Make an IP audio call to a selected contact.



Call from Phone: Make a Click-to-dial call from your desk phone.

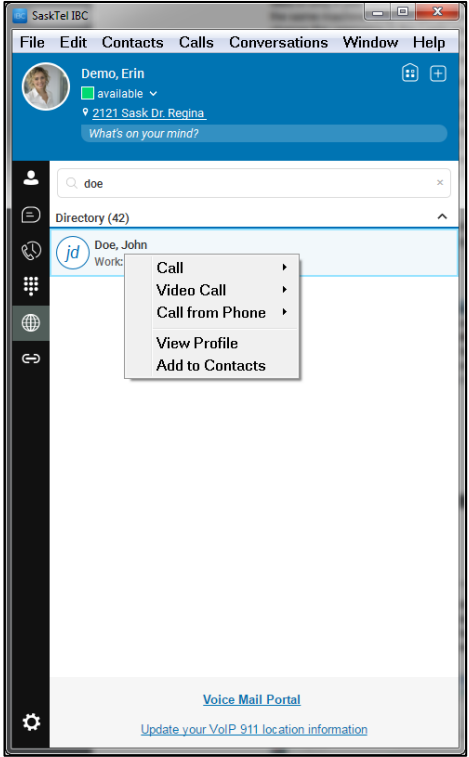
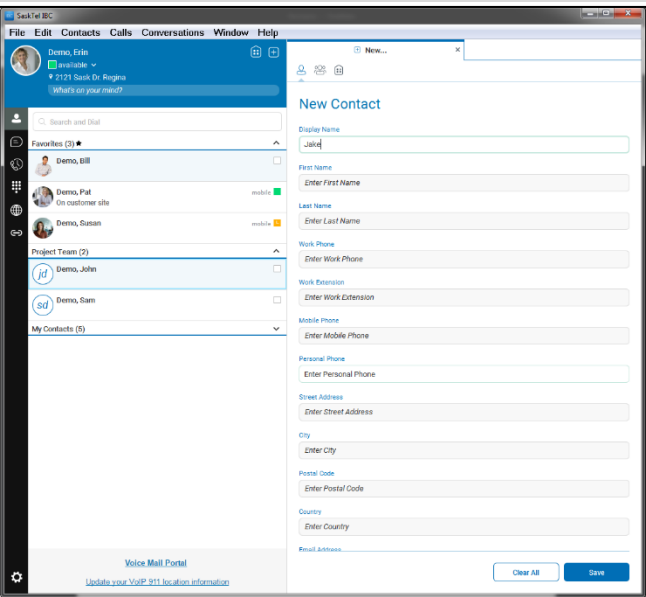


Video Call: Make a video call to a selected client (VoIP).



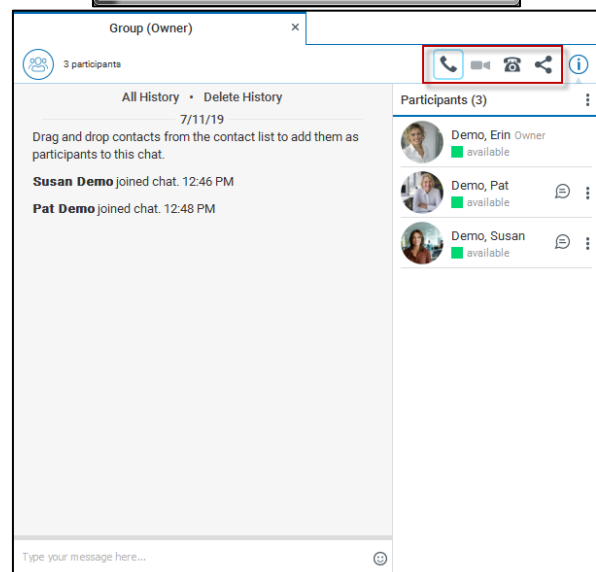
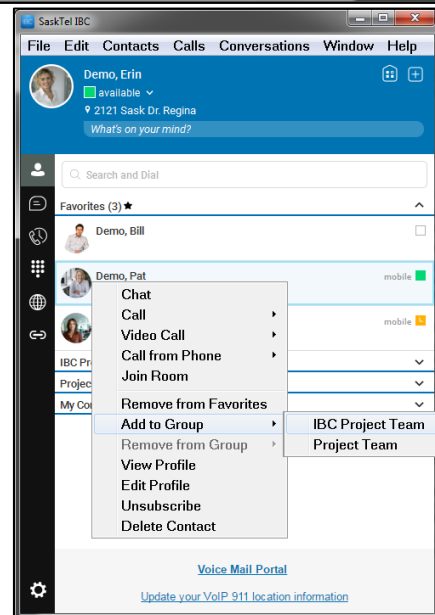
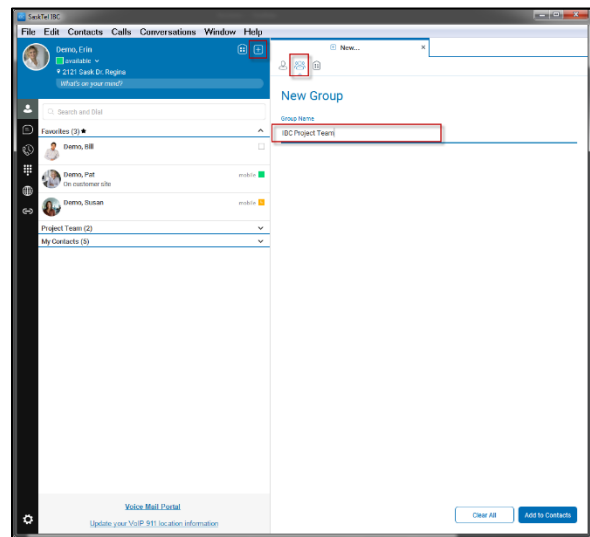
Info: Open contact's profile. Add to favorites and edit.

Manage contacts in the SaskTel IBC Desktop Client

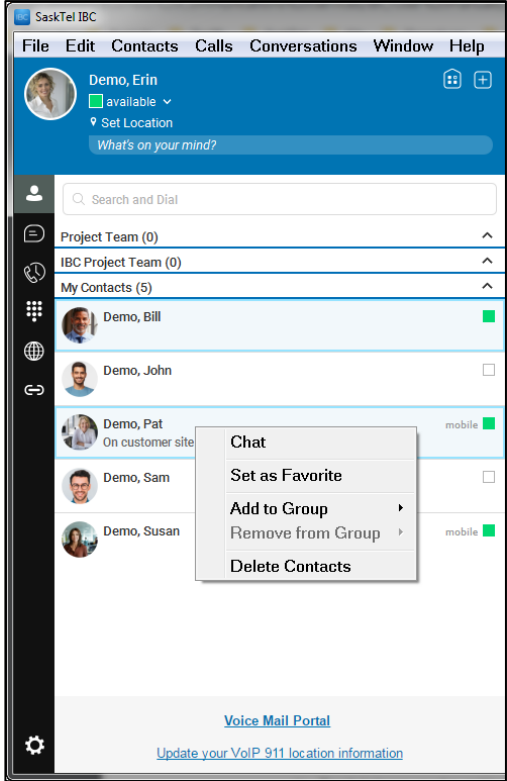
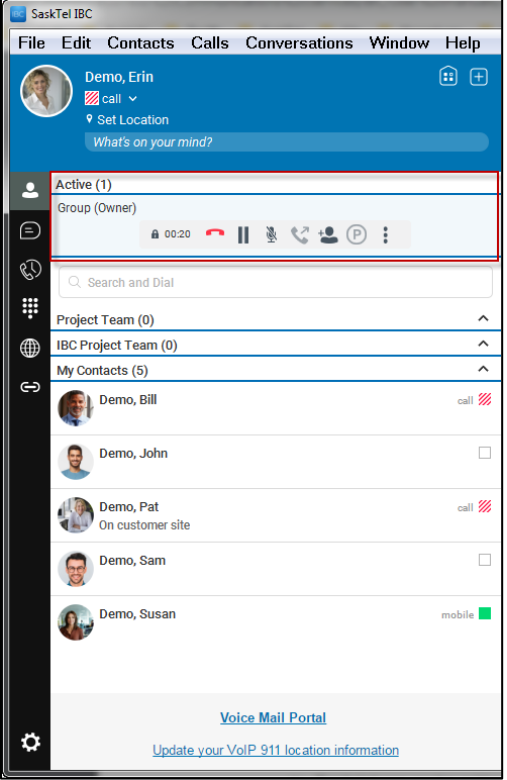
DESCRIPTION	SCREEN
<p>When you start IBC for the first time, your Contacts list is empty.</p> <p>Add contacts</p> <ul style="list-style-type: none"> To add a contact, click the Directory icon. Find the contact to add by scrolling through the contact list or using the Search and Dial field, then right click the contact name and select Add to Contact. If you notice performance issues in the Directory, it is due to the number of entries in your Directory. For a better experience, use the search function in the Contact tab. To set a contact as a favorite, right click on a contact from the contact list and select Set as Favorite. Once contacts have been marked as favorites they will be listed in their own Favorite's group. It is recommended to favorite all your contacts to sync with the Mobile client, should you subscribe to it presently or in the future. 	
<p>Add contacts that belong to another IBC Enterprise</p> <ul style="list-style-type: none"> To add a contact from a different IBC Enterprise, click Add to the right of the Search and Dial field. Select Add Contact. Enter their Display Name, Personal Phone, IM Address (306XXXXXXXX@ibc.sasktel.com), their conference bridge details, etc. Click Save. Adding their IBC IM address will send them a notification to accept your presence request. 	

Add a contact group

- To create a group of contacts, click the **Add** icon, then select the **Add Group icon** and enter the name of the group. To add a contact to the group, right click on the contacts to add and select **Add to Group** and choose the name of the group.
- Once a contact group has been created, you can initiate group chat sessions, and from there initiate voice calls, and desktop sharing sessions. Right click the header of the Group to open a group chat tab. A communication window will open with all members of the group.

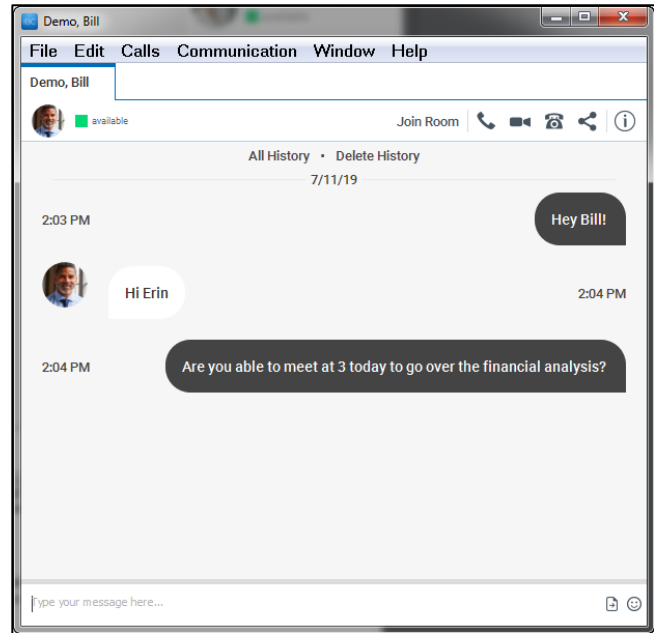


Communication options using the SaskTel IBC Desktop Client

DESCRIPTION	SCREEN
<p>Communicate with a contact</p> <p>To communicate with a contact, right-click on the contact and select the type of communication you would like to do - chat, call, video call, call from phone, join room, or email. Each form of communication will launch a new tab.</p> <p>A contact's conference bridge can be directly dialed into if the Dial-in Number and Conference ID is saved within their contact profile. Conference number will appear in the Call, and Call from phone options when you right click on a contact in the contact list.</p> <p>Multiple contacts can be selected to join a group chat or conference call. Hold the Ctrl button on your keyboard while selecting the contacts, right click and select Chat to group chat. From the group chat tab, you can initiate a Call to each person in the group and create a conference for up to 6 people.</p> <p>Active communications appear at the top of the Contacts list in the Main window. This area provides an easy view to see the people with whom you are communicating. The icons will allow you to hold, transfer, conference, or park a call from this area.</p>	 <p>The screenshot shows the 'SaskTel IBC' application window. The top menu bar includes 'File', 'Edit', 'Contacts', 'Calls', 'Conversations', 'Window', and 'Help'. The main area displays a contact list under 'My Contacts (5)'. A context menu is open over the contact 'Demo, Pat', showing options: 'Chat', 'Set as Favorite', 'Add to Group', 'Remove from Group', and 'Delete Contacts'. The contact status is 'On customer site' and 'mobile'.</p>  <p>The second screenshot shows the same application window. At the top of the contact list, an 'Active (1)' section is highlighted with a red box. It shows a 'Group (Owner)' with a call duration of '00:20' and icons for hold, transfer, conference, and park. Below this, the contact list shows 'Demo, Bill' and 'Demo, Pat' with 'call' status icons, and 'Demo, Susan' with 'mobile' status.</p>

Chat options:

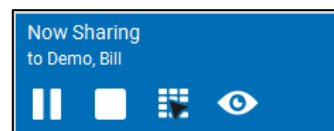
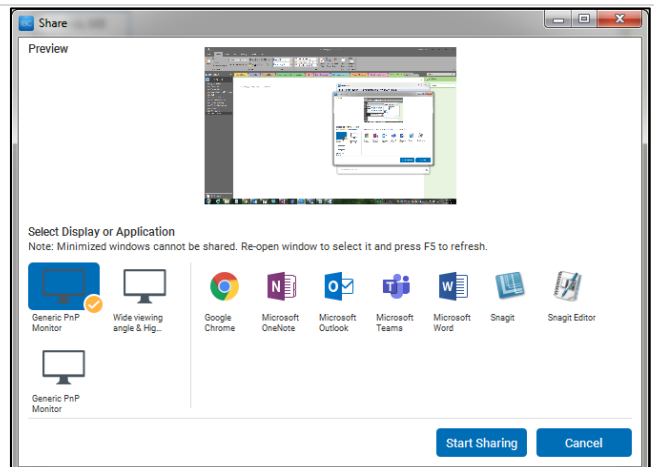
- The call window is also integrated with the communication window by default. You can separate a tab on to a different communications window by dragging and dropping it outside of the Main window.
- If you prefer to switch to a call, video call, or to share your desktop with the contact while you are chatting, click the appropriate icon.
- Send files in a one-to-one chat, by clicking **Send File** icon in the communications window or use the 'drag and drop' method so that they are moved to the communications window.
- The Chat recording feature saves the history of your chat messages. Chat history is stored on the client. If you have multiple clients, the incoming messages will be stored on any device that is logged in when the message is received. To delete previous chat messages, click **Delete Chat History** at the top of the chat box. Deleting the chat history is only done on the client where you delete them from.



Share desktop

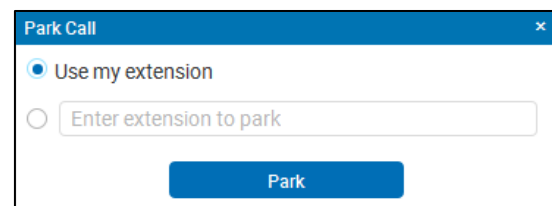
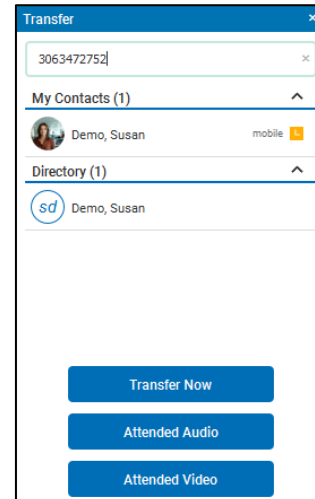
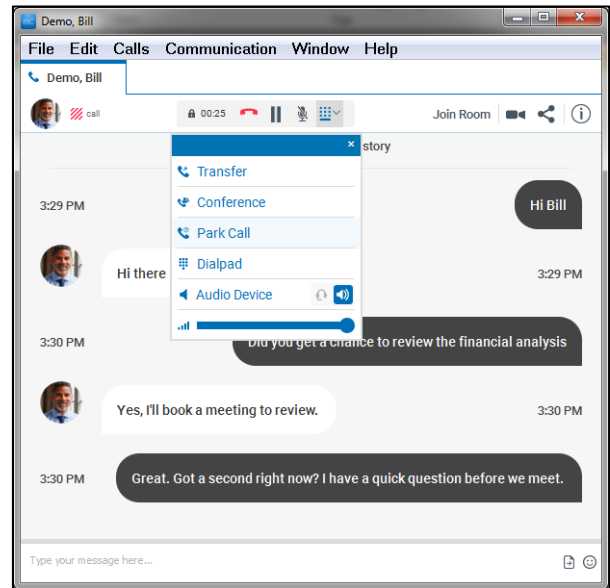
From the Communication window, you can perform desktop sharing with another user. Click the **Start Sharing** icon, you will then have the option to choose which application that is currently in use that you would like to share. For example, if you would only like to share a Word document with your contact then select the Word option and select **Start Sharing**.

The person with whom you would like to share with will receive a notification if they do not have a current communication window open with you. Once that person accepts, he or she will see what you are sharing. They can zoom in, out, fit to screen and actual fit. Once you are in sharing mode you can pause, stop, select another option to share, or preview.



Call options:

- While on a call the communications window displays the call status, duration of call, and provides the capabilities for you to place the call on hold or resume the call and mute the microphone.
- You can also click the more menu to transfer the call (blind and attended/consultative), add another user by conferencing the call, park the call, open the dial pad, toggle between speaker and headset, and adjust the speaker volume.
- There are three transfer options: Transfer Now, Attended Audio, and Attended Video.
 - To blind transfer, dial a number in the Search and Dial field and click the **Transfer Now** button. The call will go through to the dialed number.
 - Attended Audio/Video will allow you to call someone first to see if they are available to take the incoming call then click **Complete Transfer** to complete the transfer.
- To park an active call, click the options menu in the communications window then select **Park Call**. Select the extension you would like to park the call against. Click the **Park** button.
- To retrieve a parked call, select **Calls** from the Header Menu, select **Retrieve Parked Call**. You can select how you want to retrieve it with SaskTel IBC or phone (or using *56 on your phone set.)



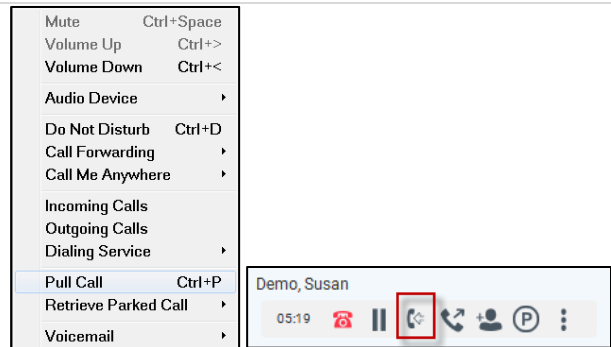
Mute	Ctrl+Space	
Volume Up	Ctrl+>	
Volume Down	Ctrl+<	
Audio Device		>
Do Not Disturb	Ctrl+D	
Call Forwarding		>
Call Me Anywhere		>
Incoming Calls		
Outgoing Calls		
Dialing Service		>
Pull Call	Ctrl+P	
Retrieve Parked Call		With SaskTel IBC Ctrl+Alt+Shift+P
		With Phone
Voicemail		>

Call Pull:

Call Pull allows you to pull an ongoing call from one of your devices to another one.

To pull an active call from your desk phone, Mobile, or Tablet client, select **Calls** from the Header Menu, then **Pull Call** or by clicking the Call Pull icon in the Active Communication area.

The call will be pulled to your IBC Desktop Client. Call Pull can be used from your IBC Desktop Client to your desk phone using *11 on your phone.

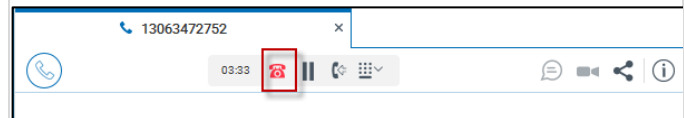


Call on desk phone:

When you call a contact from your desk phone, the phone controls the options.

A call control window is available on the Desktop Client. Allowing you to control the call that is on your desk phone. The red phone in the communications window indicates a Call on the desk phone.

When you select **Call from Phone**, an incoming call will ring your desk phone. Once you answer it, the outbound call will be initiated automatically.



Video call:

If the contact has video capabilities, you can call them by clicking video call.

In the communication window, you will see your camera view and your contact when you answer the call.

If video calling is not available, the call will automatically switch to a regular call and the call button will turn red.



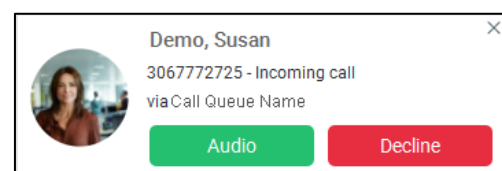
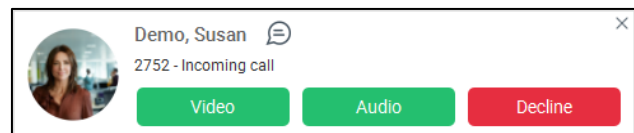
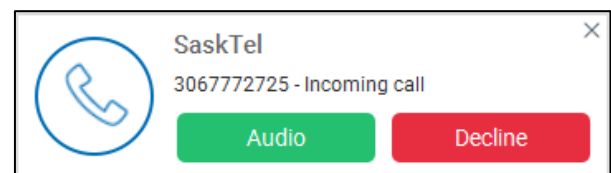
Answering incoming calls:

When receiving an incoming call, a pop-up notification is displayed on your screen. You can answer the call or decline the call.

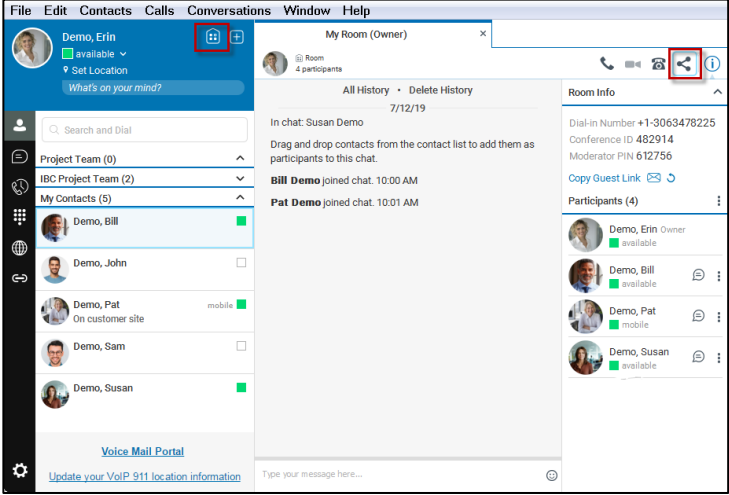
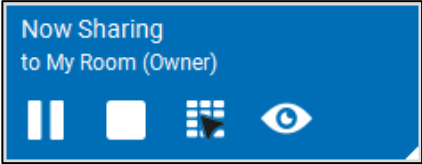
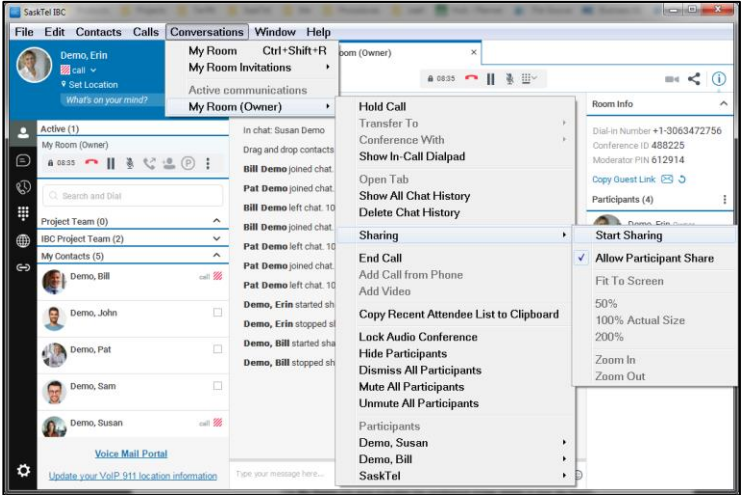
To answer the call, click the green **Audio** button. You can also initiate chat with that contact, the option is available in the Active communication area.

When someone is calling you with video, you can answer with video or with audio only. If you answer with video, the camera on your PC will turn on and the caller can see you.

When assigned to a Standard Call Queue, the call display will indicate the name of the queue the call is coming from. This will help determine which greeting to use when answering the phone.



My Room in the SaskTel IBC Desktop Client

DESCRIPTION	SCREEN
<p>My Room</p> <p>My Room is a group chat room that allows you to share your desktop with a maximum of 30 participants, send group chat messages, and quickly join your audio conferencing bridge. To initiate a My Room session, click the My Room icon. Drag and drop contacts from your contact list into your room.</p> <p>To share your desktop with all participants, click the Start Sharing icon. Then click the Start Sharing icon in the pop-up window. You also have options to select the display or application that you would like to share.</p> <p>Once you start sharing, you can access the Now Sharing window controls to Pause Sharing, Stop Sharing, Select What to Share, or Preview what those viewing your desktop can see.</p> <p>To join an audio conference, users press the Call icon in the My Room toolbar. The owner of the My Room session opens the audio bridge as moderator by clicking on the Call icon. Others enter as participants by clicking their Call buttons. Both icons will dial into the bridge and enter IDs automatically.</p> <p>Once an audio conference is initiated, all participants are listed. The owner has access to moderator functions, including the ability to lock the conference, mute or unmute all participants, mute or unmute individual participants, or dismiss all participants. These options are available on the Conversations menu.</p> <p>You can allow other IBC users to share their desktop in your room if you allow participant sharing.</p> <p>To enable participant sharing, click on the Conversations menu > select Sharing > select Allow Participant Share. Now when other IBC users join your room, the sharing icon will be available to them.</p>	 <p>The screenshot shows the main interface of the SaskTel IBC Desktop Client. At the top, there is a menu bar with 'File', 'Edit', 'Contacts', 'Calls', 'Conversations', 'Window', and 'Help'. Below the menu bar, there is a toolbar with several icons. The 'My Room' icon, which is a blue square with a white grid, is highlighted with a red box. The main area of the client is divided into three sections: a left sidebar with a search bar and a list of contacts, a central chat window, and a right sidebar with 'Room Info' and 'Participants'. The chat window shows a message from 'Susan Demo' and a list of participants who have joined the room. The 'Room Info' panel on the right displays the dial-in number, conference ID, moderator PIN, and a list of participants.</p>  <p>The screenshot shows a blue window titled 'Now Sharing to My Room (Owner)'. It contains four icons: a pause button, a stop button, a grid icon, and an eye icon.</p>  <p>The screenshot shows the 'Conversations' menu in the SaskTel IBC Desktop Client. The 'Sharing' option is selected, and the 'Allow Participant Share' option is checked. The menu also includes options for 'Hold Call', 'Transfer To', 'Conference With', 'Show In-Call Dialpad', 'Open Tab', 'Show All Chat History', 'Delete Chat History', 'End Call', 'Add Call from Phone', 'Add Video', 'Copy Recent Attendee List to Clipboard', 'Lock Audio Conference', 'Hide Participants', 'Dismiss All Participants', 'Mute All Participants', and 'Unmute All Participants'.</p>

Non-IBC participants can join as Guests if they are provided with the IBC My Room Invitation. Both a link to the Guest Join Link and the Audio Conference details will be provided.

Send guests a My Room invitation by clicking on **Conversations > My Room Invitations** then **Copy Guest Link**. Paste the information into a calendar invite or click on **Email Guest Link** and it will open up the default email program to a new email.

It is recommended to use Google Chrome as the web browser to enter an IBC My Room.

Non-IBC guests can click on the guest participant URL link, enter their name, and then click **Join Room**.

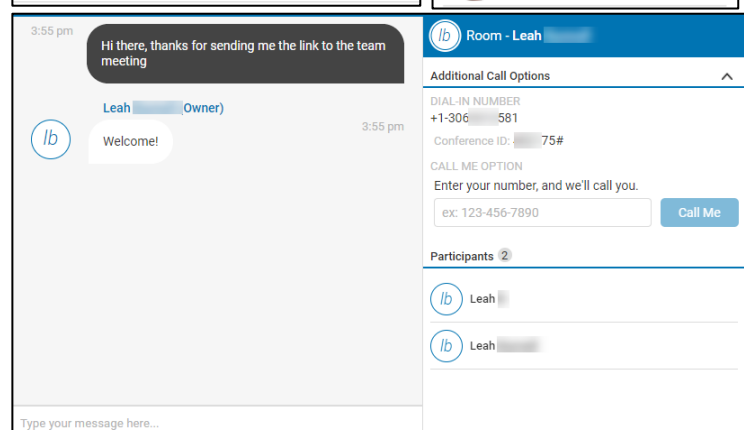
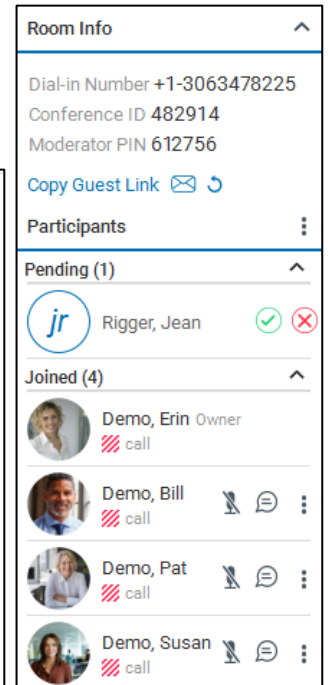
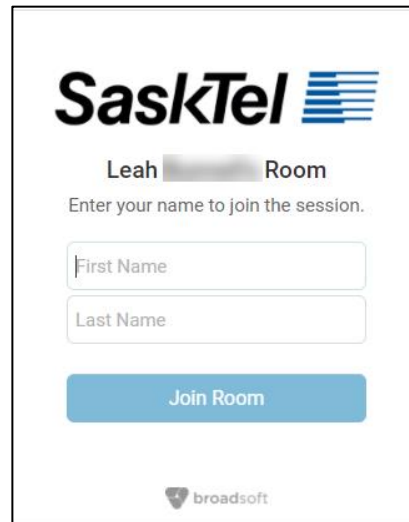
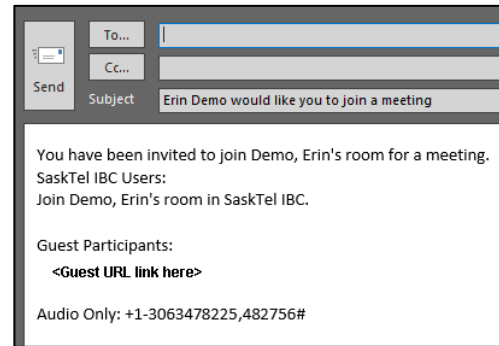
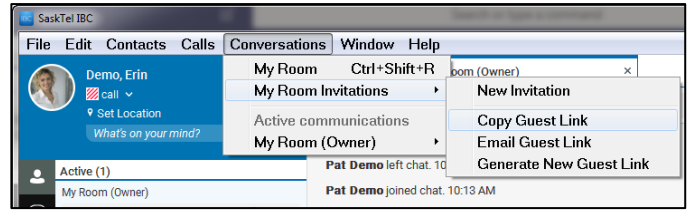
Once the participant clicks on **Join Room**, you will see a notification in your My Room. You must accept the guest request to allow them in.

The guest is allowed into your room and can now participate in the multi-user chat with other participants in the room.

The guest can also request the conference bridge to call them by entering a phone number and clicking the **Call Me** button.

The bridge will place a call to them and the participant can join the call by pressing 1. This option provides the guest with a toll-free way of joining.

The guest can also manually call the conference bridge by using the provided dial-in information.



Call Me Now Link

If you do not subscribe to My Room, you can provide your non-IBC participants with a **Call Me Now Link**. This is a toll-free way to enter the conference bridge. The call is established at no cost to the external party.

Login to the IBC User Web portal by clicking on the IBC portal link, enter credentials then click **Login**.

Tip: Select **Remember Password** so that you don't have to enter in your credentials each time you want access to the portal.

Click **Audio Conferencing**, on the left panel, click **Conferences**, then select the bridge in which you'd like to get the Call Me Now link for.

Copy the **Call Me Now Link** and provide it to your non-IBC participants.

When your non-IBC participants open the link, they can enter their phone number in which they want to be called back at. The bridge will place a call to them and the participant can join the call by pressing 1.



SaskTel

User ID

Password

Remember Password

Login

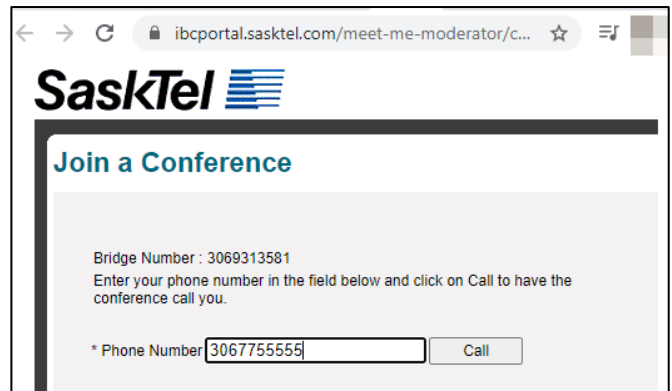


Conference Access

Phone Number: 306XXXXXX

Conference ID: 488225

Call Me https://ibcportal.sasktel.com/meet-me-moderator/callmenow/index.jsp?join=3063472756%26NowLink:40lbc.sasktel.com*3063472750@lbc.sasktel.com*NDg4Mj11&



ibcportal.sasktel.com/meet-me-moderator/c...

SaskTel

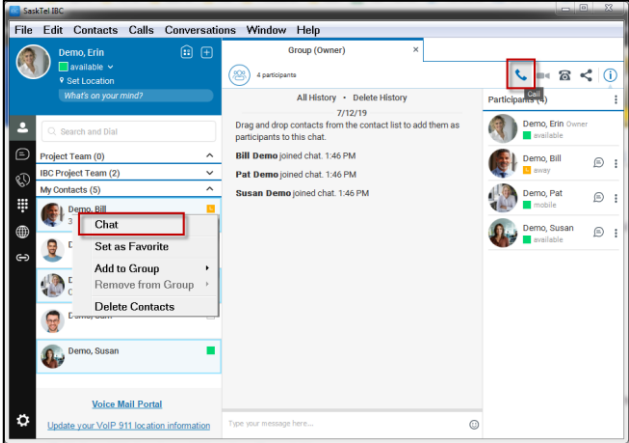
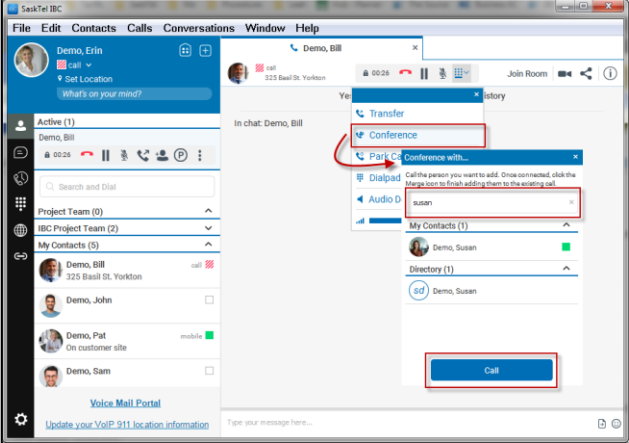
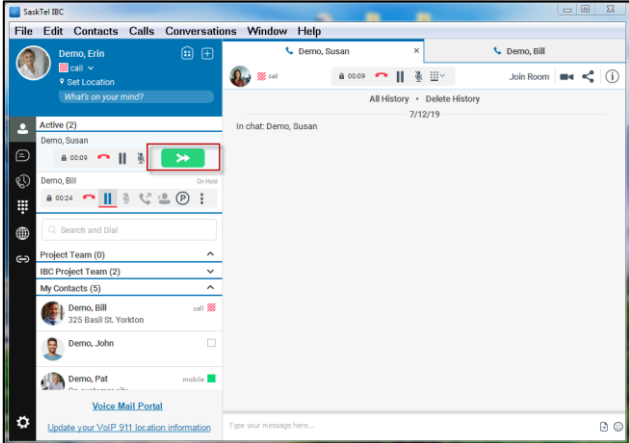
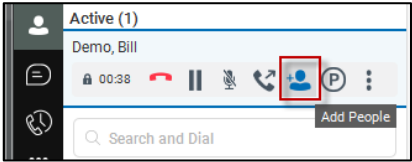
Join a Conference

Bridge Number : 3069313581





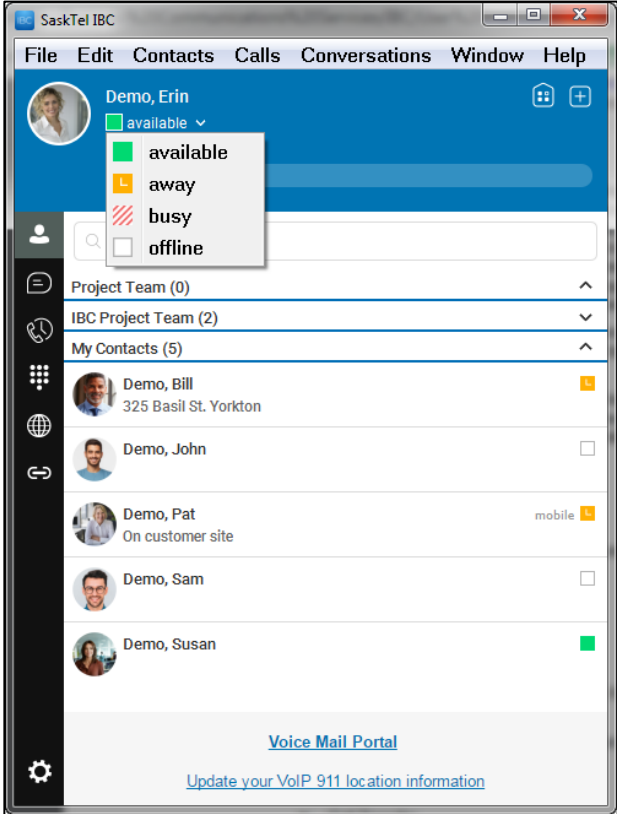
Enter your phone number in the field below and click on Call to have the conference call you.

* Phone Number Call

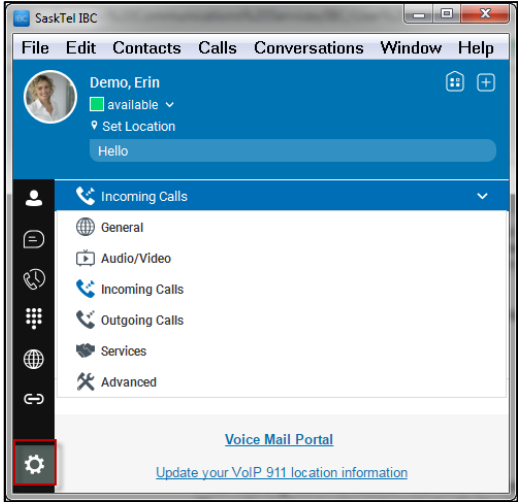
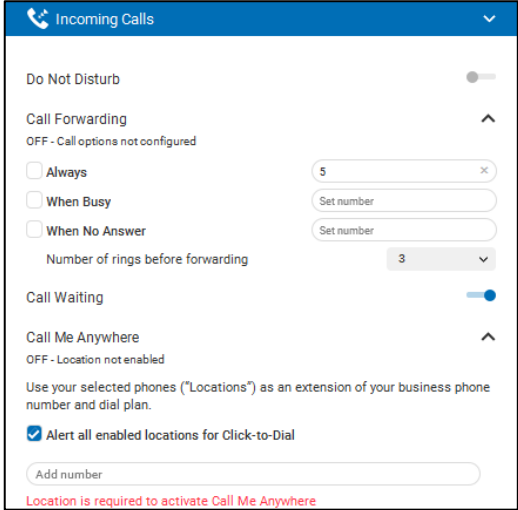
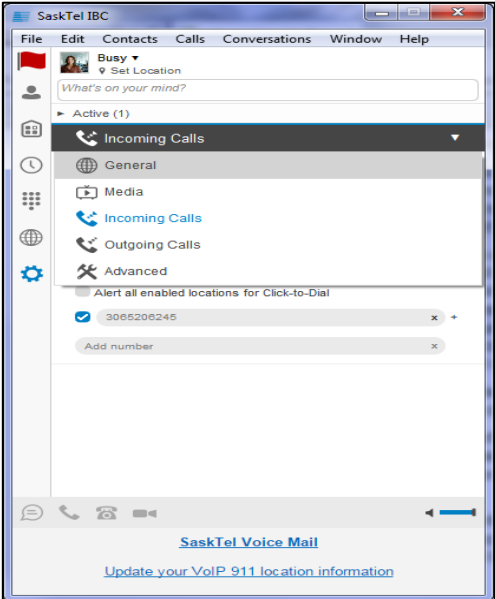
6-Way Conferences using the SaskTel IBC Desktop Client

DESCRIPTION	SCREEN
<p>6-Way Conferences</p> <p>The Desktop Client allows users to conference ad hoc with up to six participants. There are multiple ways to initiate a conference:</p> <ul style="list-style-type: none"> By selecting multiple contacts in the contact list while holding the Ctrl key, right-clicking on any contact, then clicking Chat. Once a communication tab opens, click the Call icon. It will dial each contact into an N-way call, one at a time. By using the More menu in a communications window to add participants to an active call. Click the Conference, enter the contact in the search and dial field, then click Call. A new call will be placed. Once that person answers, click the Merge icon in the Active calls area. By connecting two separate active calls. From the More menu of one of the calls, select Conference, the other active caller will appear here. Click on the other active call and the call will be merged. By clicking the Add People icon in the Active Communications area while on an active call. The Conference window will open, enter the contact in the search and dial field then click Call. A new call will be placed. Once that person answers, click the Merge icon in the Active calls area. 	   

Manage My Information settings using the SaskTel IBC Desktop Client

DESCRIPTION	SCREEN
<ul style="list-style-type: none"> Your profile photo (or avatar) is the picture that represents you when your contacts see you in their contact list and in their communications window. You can select any image from your hard drive to be used as your avatar. To browse your computer for a new image, right-click the avatar icon and select Change Profile Photo. Select the image you like and click Open to set it as your avatar image. Presence is used to indicate if you are available and willing to communicate. To change your presence, click the drop down menu next to your avatar image and select one of the availabilities. You can choose from: <ul style="list-style-type: none">  Available: user is online, ready for communication.  Away: user is online but is idle or away from their computer for more than 10 minutes.  Busy: user is busy and does not want to be disturbed. Automatically updated for when user is busy due to a call.  Offline: user is offline and the only available contact method is calling or leaving a chat message. <p>Note: <i>mobile</i> indicates the user is using their mobile client.</p> <ul style="list-style-type: none"> You can also enter a status message in the field that displays —What's on your mind? This status text is shown after your name when others observe your name in their contacts list. To add a message, click the status message field and type your message, then press Enter. Manually set your location. Please note that this location does not get updated for 9-1-1 purposes. 	

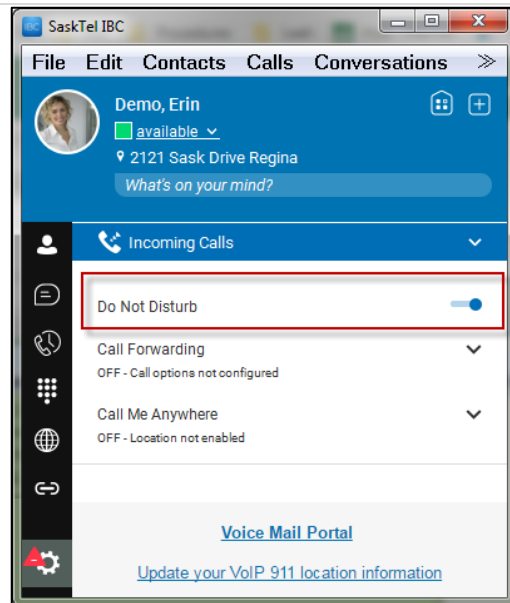
Change call settings using the SaskTel IBC Desktop Client

DESCRIPTION	SCREEN
<p>Change call settings</p> <p>The SaskTel IBC Desktop Client allows you to manage many of your calling features by using the Options view.</p> <p>To access the Incoming or Outgoing Calls settings:</p> <ul style="list-style-type: none"> • Click File in the top header, then Options, then Incoming or Outgoing Calls from the Options dropdown, or • Click Calls in the top header, then Incoming or Outgoing Calls Settings, or • Click the Options icon in the left pane then Incoming or Outgoing Calls from the Options dropdown. <p>The incoming call settings you can configure are:</p> <ul style="list-style-type: none"> • Do Not Disturb • Call Forwarding • Call Waiting • Call Me Anywhere <p>The outgoing call settings you can configure are:</p> <ul style="list-style-type: none"> • Automatic Callback • Highlight to Call • Review before Dialing • Register to Call <p>Learn how to use these settings below.</p>	  

Change call settings: Do Not Disturb

Do Not Disturb blocks all incoming calls and sends all calls to voice mail by default, or your Forward when busy location if this has been configured. To enable this option, click the **Do Not Disturb** toggle.

- Every time a call is blocked or deflected because of the service, you can configure the service to play a ring splash on your Poly set as a reminder that the service is active. This feature must be turned on in the user portal and will only play on a Poly device.

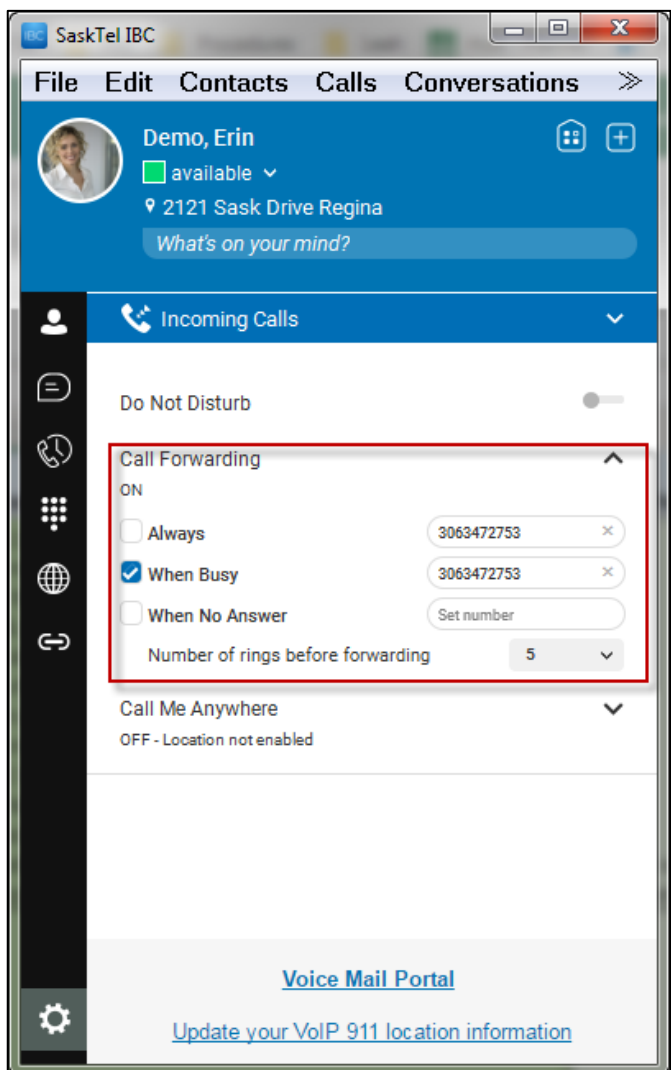


Change call settings: Forward Calls

The Call Forwarding Feature allows you to forward calls to a desired number. Within the Preference menu, select **Incoming Calls**, click the **Call Forwarding** toggle, then select your preferred call forwarding service:

- **Always forward:** The Always forward feature forwards all incoming calls to the specified destination and has the highest service precedence. It will override all other forwarding and mobility settings. To enable Always forward, enter the destination to forward calls to and select the check box.
- **Forward when busy:** The Forward when busy feature forwards incoming calls only when you are busy on another call or have the Do Not Disturb feature enabled. To enable Forward when busy, enter the destination number to forward calls to and select the check box.
- **Forward when unanswered:** The Forward when unanswered feature forwards incoming calls only when you are away and unable to answer. To enable Forward when unanswered, enter the destination number to forward calls to and select the check box.

Note: If you wish to forward calls, ensure the number of rings is configured to a number less than the number of rings before greeting setting of your voice mail. This is configurable in the user portal.

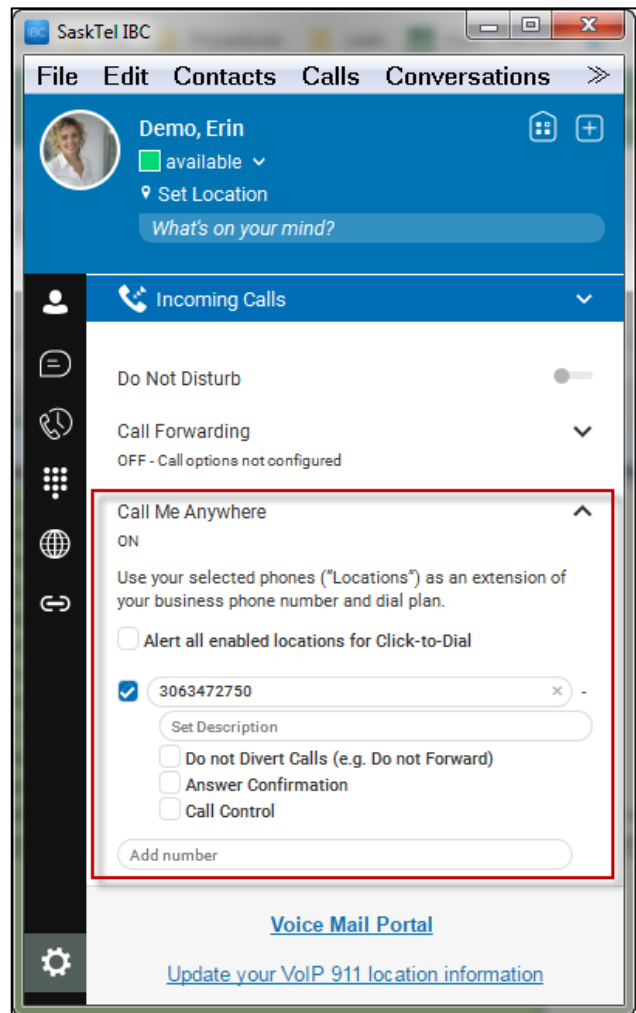


Change call settings: Call Me Anywhere

The Call Me Anywhere feature allows you to receive business calls on any phone (Locations) simultaneously.

- To enable this feature, click the **Incoming Calls** settings and then click the **Call Me Anywhere** toggle.
- Next, enter the number of the device that you want to ring simultaneously along with your IBC device in the text box. Click **Enter** and select the check box to enable the device. Please note that each number (location) is only configurable to one IBC device.
- Optionally, there are additional settings that can be configured. Click **+** to view these setting options.
 - Set Description of your device.
 - The Don't Divert Calls option is not available.
 - When the **Answer Confirmation** box is checked, you will be required to press a key on the corresponding device to accept the call. If you require answer confirmation for a device, check the **Answer Confirmation** box. This option is useful if you do not want the caller to reach your Call Me Anywhere phone's voice mail box. Use this feature to distinguish between personal and business calls so you know how to greet an incoming caller. Note that the availability of Answer Confirmation is dependent on compatibility with your Call Me Anywhere device's network.
 - The Call Control option is not available.
- To delete a location from your list of Call Me Anywhere numbers click the **x** next to the number.
- You can select to enable **Alert all enabled locations for Click to Dial**. If this option is checked and you place a **Call From Phone** call using the IBC Desktop Client, your Call Me Anywhere location will ring along with your desktop phone. Once you answer, the outbound call will be completed and the party you are calling will see your business caller ID not your mobile phone caller ID.

Please note that if a Call Me Anywhere location, for example a wireless phone, is dead or on Do Not Disturb, an incoming call will go directly to voice mail.



Change Call Settings: Automatic Callback

This feature allows you to be notified when the previously called busy party becomes idle and is connected without having to redial the phone number.

- The called party must be busy and therefore cannot have voice mail turned on
- The called party must be an IBC user and in a similar geographical location

Note: It is recommended to leave a voice mail message if the call goes to voice mail.

Change Call Settings: Highlight to Call

This feature allows for Click-to-Call using highlighted text and global keyboard shortcuts.

- Choose from a list of shortcuts
- Use in combination with Dialing Services described below to set default call type
- Next time you look up a number online, highlight the call, and use the shortcut to dial an outbound call.

Change Call Settings: Review before Dialing

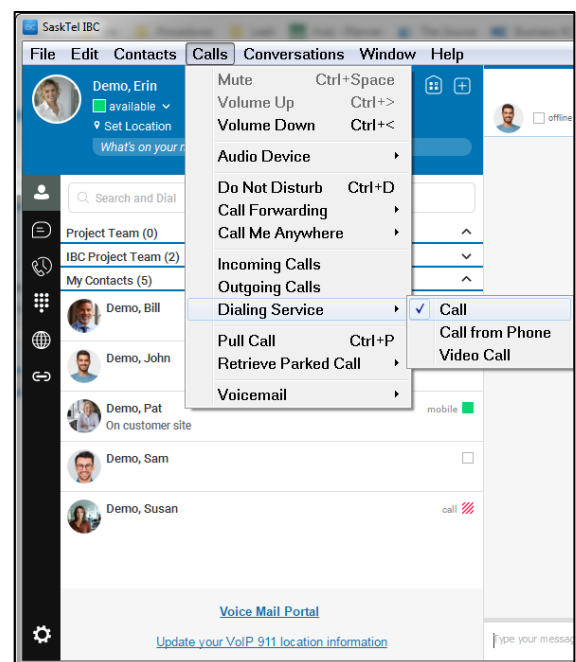
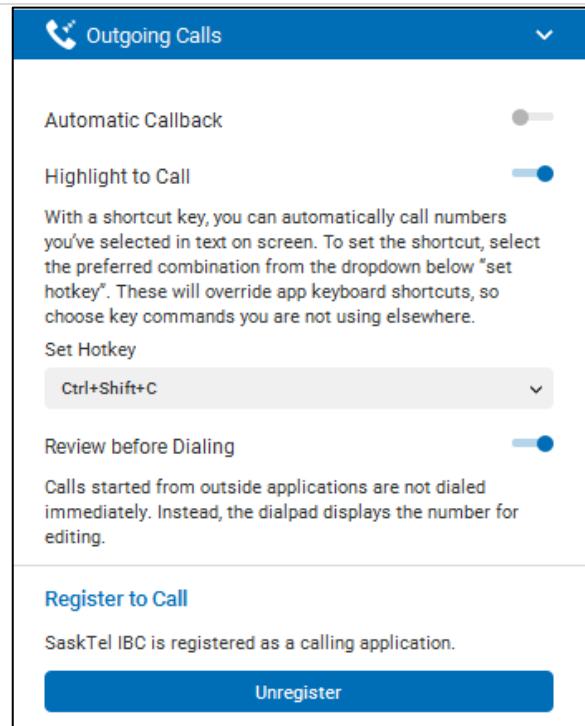
This feature allows you to review a number in the dial pad when a call is started outside of the application.

Change Call Settings: Register to Call

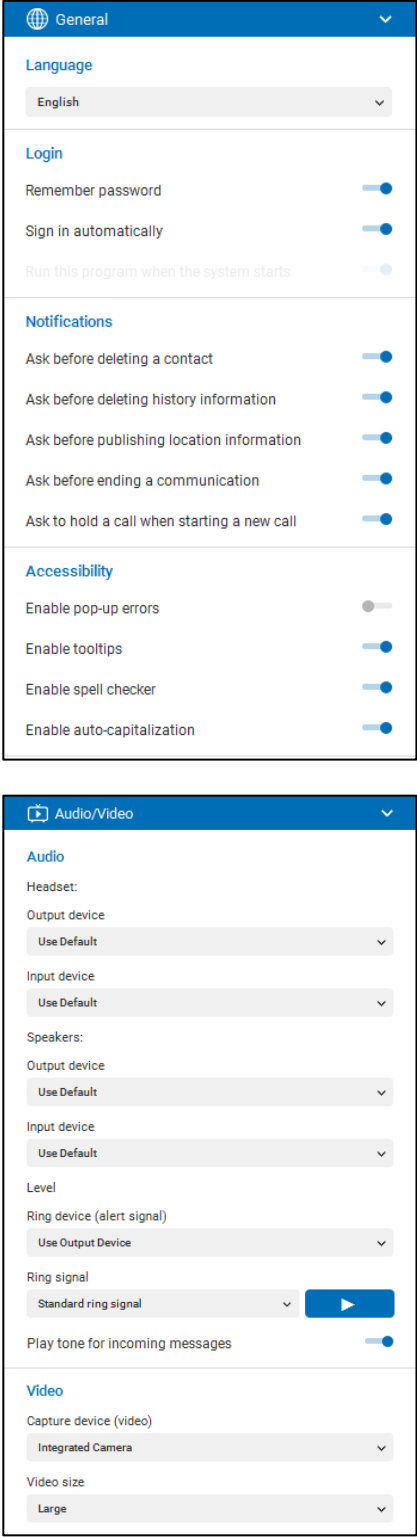
This feature integrates the client with Windows as the default handler for certain phone number formats. When registered, it allows click-to-dial from IBC to *tel:* links.

Change Call Settings: Dialing Services

Dialing Service controls the default call type when using call icons. To access Dialing Service, click **Calls** in the top header, then **Dialing Services**. Defaults can be set at Call, Call from Phone, or Video Call. This setting will also be used for the default when using Highlight to Call.



Changing preferences using the SaskTel IBC Desktop Client

DESCRIPTION	SCREEN
<p>Changing preferences</p> <p>Preferences are used to maintain your own user profile. To access the Preferences menu, select File, then Options or click on the Options icon at the bottom left corner of the client.</p> <p>General</p> <p>The General tab is used to control some general settings associated with your account preferences, such as remember password, automatic sign-in, notifications and accessibility options like spell checker.</p> <p>Audio/Video</p> <p>The Audio/Video menu gives you options for configuring your input and output devices for all audio and video communications. For instance, you can select your headset to be the designated voice output device. In addition, you can also designate an audio device specifically for incoming ring signal. For example, you may want to select your computer speakers as your ringing device.</p> <p>Choose the ring signal from a list of options. Preview them by clicking on the play icon.</p> <p>Click the Capture device drop down menu to select the camera that you want to use for video calls. Your external web cam is selected by default if you have one connected.</p> <p>You can also choose the video size of your video calls. Please note that higher resolution requires more bandwidth. It is recommended to select the medium or small option.</p>	 <p>The screenshot shows two screenshots of the preferences window. The top screenshot is the 'General' tab, which includes sections for Language (set to English), Login (Remember password, Sign in automatically, and Run this program when the system starts), Notifications (Ask before deleting a contact, Ask before deleting history information, Ask before publishing location information, Ask before ending a communication, and Ask to hold a call when starting a new call), and Accessibility (Enable pop-up errors, Enable tooltips, Enable spell checker, and Enable auto-capitalization). The bottom screenshot is the 'Audio/Video' tab, which includes sections for Audio (Headset, Output device, Input device, Speakers, Output device, Input device, Level, Ring device (alert signal), Ring signal, and Play tone for incoming messages) and Video (Capture device (video) and Video size).</p>

Services

The Services menu contains the settings for Busy Lamp Field. The Busy Lamp Field feature is comprised of a window showing the predefined team members and their related call states. For a ringing call, the only action is to pick it up.

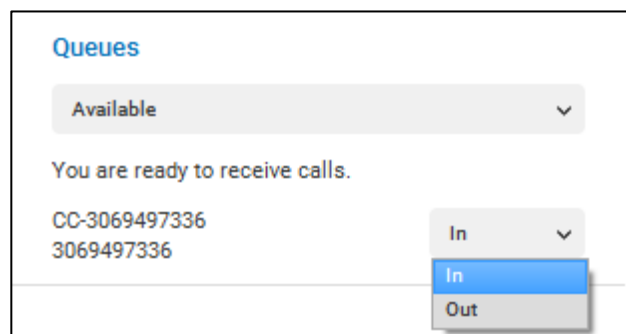
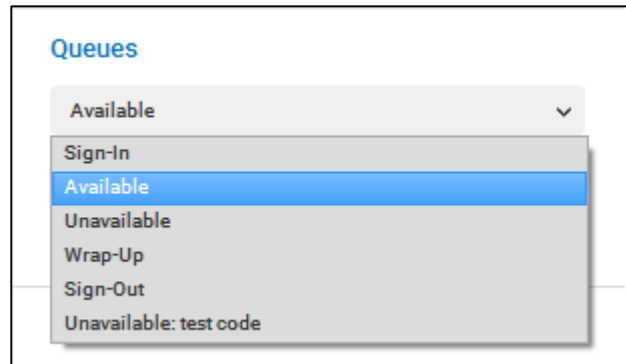
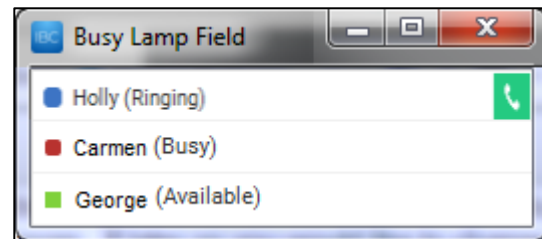
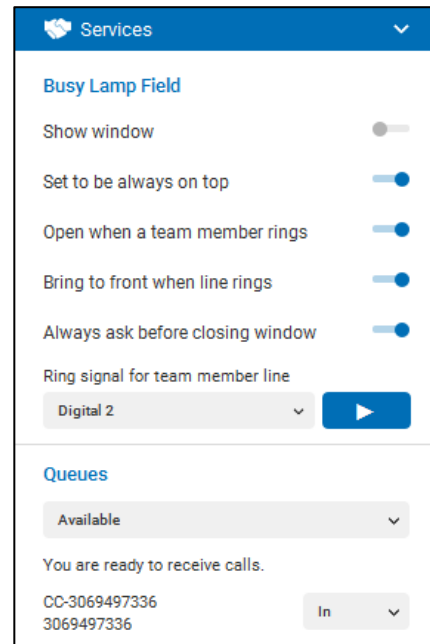
Each Busy Lamp Field member can have four call states: available, busy in call, ringing, and offline. When a line is ringing, you can see the caller ID by hovering over the user and answer the call by clicking on the handset icon. This is using the Directed Call Pickup feature in combination with Busy Lamp Field. You can restrict the ability for other users to monitor and answer your incoming calls through this feature by updating your Privacy settings in the portal. From your main profile page in the portal, click on **Privacy**, then **Enable Busy Lamp Field Status Privacy**, and add authorized users that can monitor your status.

The list of users being monitored is the same list being monitored on your phone set. To edit the list; click on the **IBC Portal** link, login using your IBC credentials, go to **Client Applications**, then **Busy Lamp Field**. Add and remove users here to enable on your phone set and Desktop Client.

If you are assigned to a Standard Call Queue, you can sign in and out of the Call Queue(s), set agent state and unavailable codes.

- **Available** – Indicates you are available to accept new calls or are on active calls.
- **Unavailable and unavailable sub codes** – Indicates you are not available to accept new calls.
- **Wrap-up** – Indicates you are performing post-call work, such as paperwork. Depending how your Administrator has configured this feature, you may or may not be available to accept calls when in this state.
- **Sign-in/Sign-out** – Indicates whether you are in the office/out of the office. The Sign-in state only means you are present. Calls are not routed to an agent that is in Sign-in state. Sign-out means you have left for the day.

Your Call Queue State will be applicable to all queues you are in or have joined. Select "In" to the queues that you want your state to apply to.



Advanced

The Advanced menu contains Troubleshooting, Proxy, and Credentials.

Troubleshooting logging: You may be asked to turn on logging and send a log file directory contents to SaskTel for troubleshooting purposes. It is not recommended to use otherwise.

Proxy: The default setting is 'No Proxy', which is the recommended setting.

Credentials: Displays your My Room bridge dial-in Number, Moderator Pin, and Conference ID.

Troubleshooting

Basic Logging

Detailed Logging

Send Analytics

Show Logs

Clear All Logs

Proxy

Restart this application for changes to take effect.

No proxy

Use system proxy

Use client proxy

Web Proxy Server Port

Secure Web Proxy Server Port

Credentials

Call bridge

+1-3063472756

612914

488225

SASKTEL SUPPORT INFORMATION

If you are experiencing problems setting up your client, contact your Administrator who is the first level of support for end users.

For SaskTel Integrated Business Communications (IBC) Desktop Client support information including software downloads and technical support, visit sasktel.com/ibcsupport.

APPENDIX A: KEYBOARD SHORTCUTS FOR DESKTOP

The following table lists the currently supported keyboard shortcuts (native desktop only). You can use these keyboard shortcuts to quickly perform frequently used actions. The characters used are lower case. Most of these shortcuts are also indicated in the accessibility menus.

WINDOWS	MAC	WHAT IT DOES
CTRL+Q	Cmd-Q	Quits the application.
Alt+F4	Cmd-W	Closes the selected window (except for a contact card and the About window).
CTRL+C	Cmd-C	Copies selected text from the client to the clipboard.
CTRL+V	Cmd-V	Pastes text from the clipboard to the location selected using the cursor in the client.
CTRL+X	Cmd-X	Cuts the selected text to clipboard.
Enter	Enter	Sends a chat message (if the Chat view is visible) when in the Communications window. Opens a chat with the selected contact when in the contact list. Opens a communications session with the contact or address related to the selected item when in the Communications History. This opens a chat if the item was chat and a call if the item was a call.
-	Cmd-H	Hides the client.
F1	Cmd-?	Opens Help.
CTRL+A	Cmd-A	Selects all text in the <i>Chat</i> view.
-	Alt-Cmd-H	Hides other windows other than the client.
CTRL+N	Cmd-N	Opens the Add Contact window.
Shift-CTRL-N	Shift-Cmd-N	Opens the Add Group window.
CTRL+1	Cmd-1	Opens a chat session with the contact when a contact is selected.
CTRL+2	Cmd-2	Calls the contact with audio when a contact is selected.
CTRL+3	Cmd-3	Calls the contact using call from phone when a contact is selected.
CTRL+4	Cmd-4	Calls the contact with video when a contact is selected.
CTRL+5	Cmd-5	Joins their room when a contact is selected.
CTRL+6	Cmd-6	Opens an email-sending window using the default email client when a contact is selected.
CTRL+I	Cmd-I	Opens the contact card for the contact when a contact is selected.
Shift-CTRL-F	Shift-Cmd-F	Makes the contact a favorite when a contact is selected.
CTRL-delete	Cmd-delete	Deletes the selected contact.

WINDOWS	MAC	WHAT IT DOES
CTRL-arrow down	Cmd-arrow down	Decreases the volume.
CTRL-arrow up	Cmd-arrow up	Increases the volume.
CTRL-space	CTRL-space	Mutes the client (while in a call).
CTRL-D	Cmd-D	Turns on the Do Not Disturb service.
CTRL-P	Cmd-P	Pulls an ongoing call from your other device to the client.
Alt-shift- CTRL-P	Alt-shift-Cmd-P	Retrieves your parked call.
-	Alt-Cmd-2	Calls your voice mail with audio.
-	Alt-Cmd-3	Calls your voice mail with audio using call from phone.
-	Alt-Cmd-4	Calls your voice mail with video.
Shift-CTRL-R	Shift-Cmd-R	Opens your My Room.
CTRL-M	Cmd-M	Minimizes the window on OS X. On Windows, it closes the Busy Lamp Field window.
CTRL-T	Cmd-T	Enables always on top.
Shift-CTRL-W	Shift-Cmd-W	Opens the web button view.
Shift-CTRL-F2	Shift-Cmd-F2	Opens call history.
CTRL-F1	Shift-Cmd-F1	Opens chat history.
CTRL-F3	Shift-Cmd-F3	Opens visual voice mail.
Shift-CTRL-D	Shift-Cmd-D	Opens the dial pad view.
-	Shift-Cmd-M	Opens the Main window.

APPENDIX B: IBC DESKTOP CLIENT – VOICE ONLY

If a user is only subscribed to the Standard package and does not subscribe to the IBC Collaboration Add-on, a voice only desktop client is included, which allows users mobility to receive, make, and transfer calls on their personal computer.

The Dial Pad

Directory

Call History

Contacts