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SASKTEL

INTEGRATED BUSINESS  
COMMUNICATIONS (IBC)

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IOS MOBILE CLIENT USER GUIDE

March 2021  
Version 1

**SaskTel**   
| *Business Solutions* |

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## DOWNLOAD THE IBC MOBILE CLIENT APPLICATION FOR IOS

The IBC Mobile Client allows users to access high definition business communications and collaboration services from their favorite device, wherever they happen to be.

Download the IBC client from the [Apple App Store](#) (iOS 8 or later running on iPhone 4S/5S/6Plus).



Once downloaded, accept the user agreement and tap **Allow** to receive notifications from the client for new incoming calls or messages. When prompted, enter the number of the device you are using to continue.

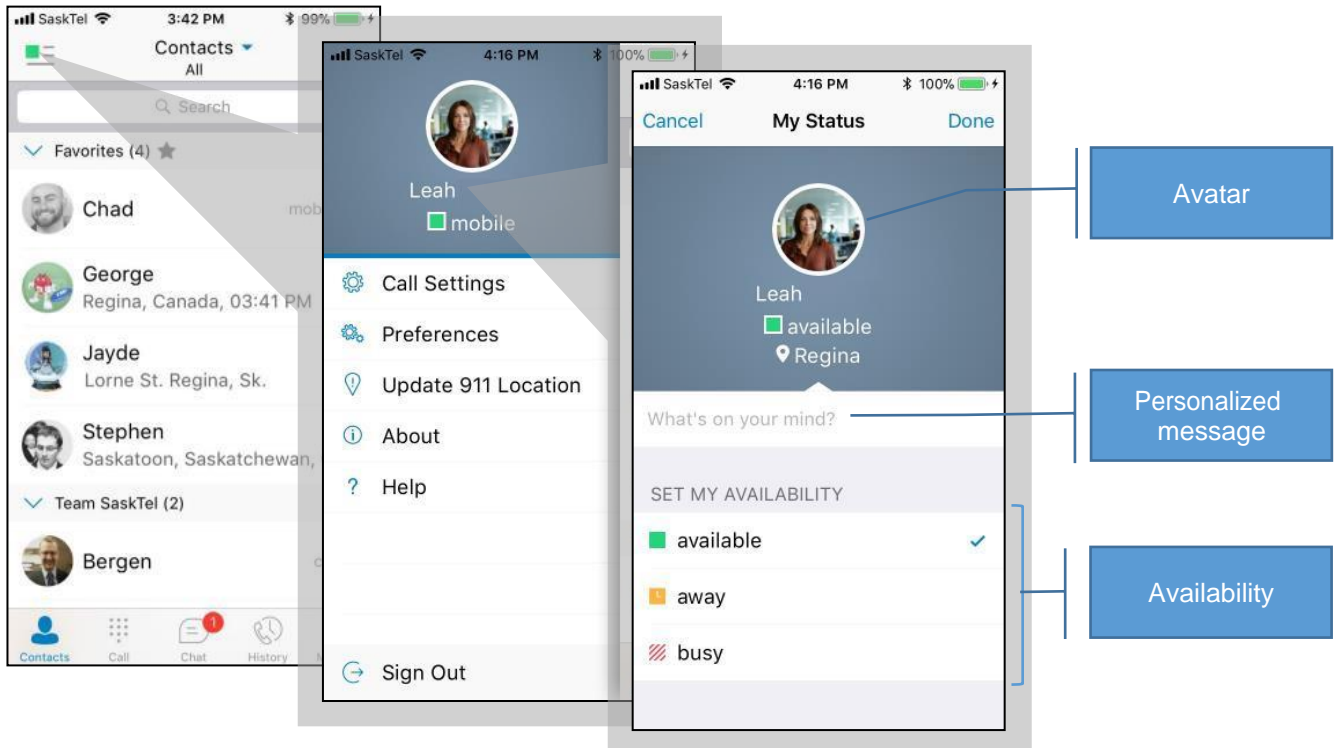
Sign in using your SaskTel 10-digit IBC User ID (0123456789@ibc.sasktel.com) and password. Your User ID and temporary password would have been provided to you in the email sent by the SaskTel Business Team with a subject line IBC login and support. Use the IBC User Portal to change your password. Your Enterprise Administrator in your organization can reset your password for you. Each time you sign in a message will appear to inform you of 9-1-1 service and IBC. Select Update Emergency Location, Accept your location, or Cancel. For more information on updating your 9-1-1 location, refer to VOIP 9-1-1 on [sasktel.com/ibcsupport](#).










The application will request access to contacts, microphone, and the device's camera. For full use of IBC functionality, it is recommended to allow access for each of these.

**NOTE:** For collaboration functionality such as instant messaging, presence, and My Room, the user must be subscribed to those features. For the purpose of this user guide, all functionality of the IBC Mobile Client will be described.

## MY STATUS

Swipe right and tap on your name to open the **My Status** screen. Modify your own availability, update your avatar picture, and enter a personalized message.



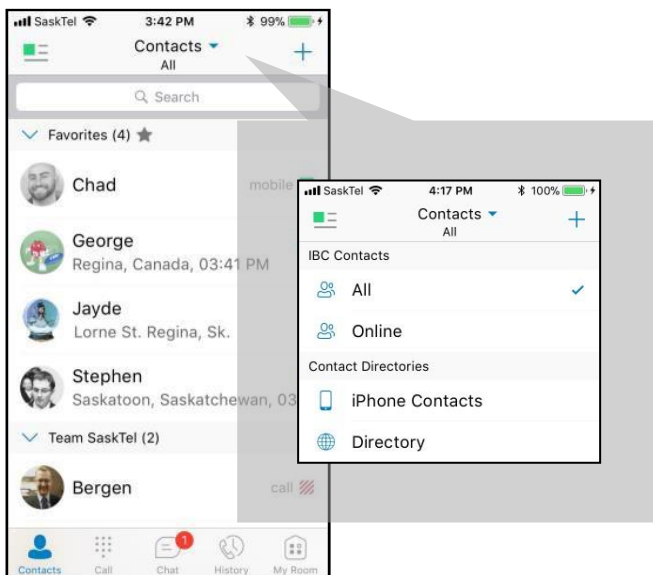
ICON	WHAT IT MEANS	
	available	The green availability icon indicates that the user is online and is ready for communication.
	mobile	The green availability icon indicates that the user is online on the IBC Mobile Client and is ready for communication. The icon is accompanied by the text "mobile".
	away	The yellow availability icon indicates that the user is online on their mobile client but has been idle or away from their computer for more than 10 minutes.
	mobile	The yellow availability icon indicates that the user is online on their mobile client but has been idle or away from their computer for more than 10 minutes.
	offline	The grey availability icon indicates that the user is offline and the only available contact method is calling or leaving a chat message.
	call	The grey availability icon indicates that the user is offline in a call and the only available contact method is calling or leaving a chat message.
	pending	The question mark indicates that a subscription is pending and the contact has not yet approved sharing their availability.
	busy	The red availability icon indicates that the user is busy and does not want to be disturbed.
	call	This icon indicates that the contact is busy due to a call. This is an automated availability status.

Your avatar is the profile picture that represents you in your friends' Contacts lists and in chat screens. Tapping on your avatar opens a dialog with options to select an existing image, to take a new one with your phone camera if you have given the app access to your camera, or to clear your profile photo.

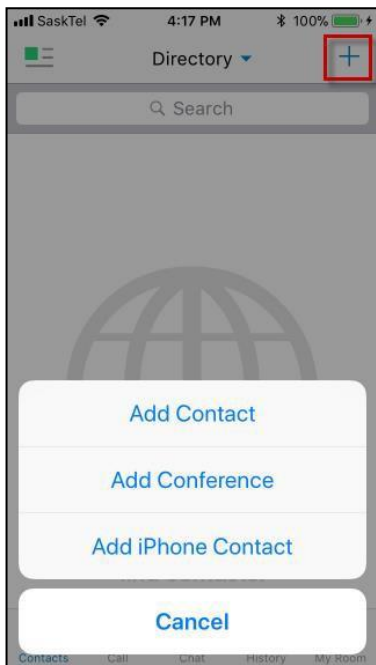
You can enter a status message in the area next to the avatar. This status text is shown in your friends' Contacts lists.

## CONTACTS TAB

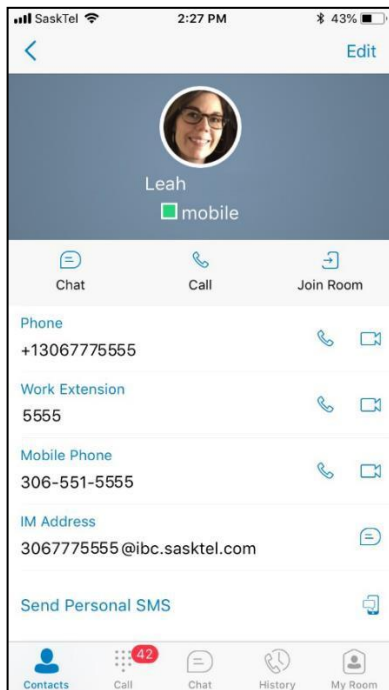
- From the Contacts  tab, tap **Contacts** drop-down to view your IBC contacts (All or Online), iPhone Contacts, or Company Directory.



- To search a contact, select a directory and enter the name or partial name in the search field.
- To browse your company directory, select **Directory** and enter \* in the searchfield.



- To add a new contact, add a conference, or add a iPhone contact, tap + select an option and enter the details into each field.
- To add a contact from the Directory to your IBC contacts list, search for your contact then tap the info icon and select **Add to Contacts**.



- From the Contact card, you can make a phone call, video call, send a Chat Message, join the contact's My Room, join their conference bridge, add to iPhone contacts and send a personal SMS to the contact by tapping on the corresponding icons.

## PLACING OUTBOUND CALLS

Calls can be placed from the call tab, through a contact card, from the history tab, or from a chat. When placing calls, you will need to select the dialing service to use. Options include:

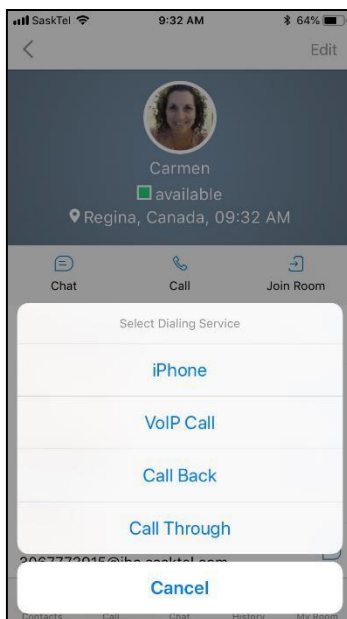
**iPhone/Mobile** – Call uses the wireless network and displays your mobile phone caller ID, not your business identity.

**VoIP Calls** – Call uses your data/Wi-Fi and displays your business identity.

**Call Back** – Allows you to complete calls over the cellular network instead of data/Wi-Fi, receive the International long-distance rates of IBC, and to have your business identity displayed. This feature is valuable if you are in an unreliable data/Wi-Fi area, roaming outside of North America, or do not want to share your mobile phone number with the party you are calling. Call Back initiates an inbound call to your mobile phone. Once you answer, a call will be placed over the wireless network. Call Me Anywhere must be enabled with the device's phone number to present the Call Back option when placing calls.

**Call Through** – Allows you to complete calls over the cellular network instead of data/Wi-Fi, receive the free North America long-distance rates of IBC, and to have your business identity displayed. This feature is valuable if you are in an unreliable data/Wi-Fi area, roaming within North America, or you do not want to share your mobile phone number with the party you are calling. Call Through initiates an outbound call through the mobile phone. The call will be placed over the wireless network using a toll-free number.

Call Through requires iPhone Number on iOS local setting to be set to the phone number of the mobile device. This number must be set and must also match the number configured in Call Me Anywhere.




**NOTE:** Call Back and Call Through are features of Call Me Anywhere. It is not recommended to configure an IBC Wireless Number as a Call Me Anywhere number. Therefore, Call Back and Call Through should not appear for users subscribed to IBC Wireless.


## DIAL PAD MENU

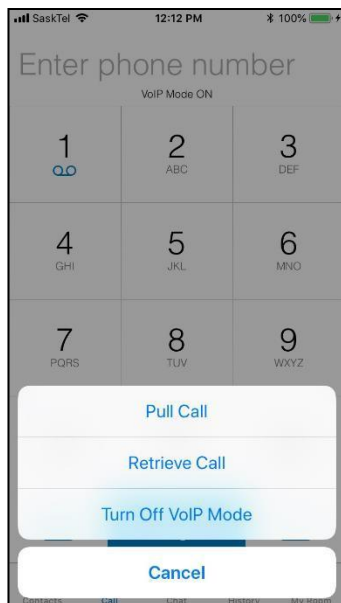
### Pull Calls

This feature allows you to pull a call that has already been initiated on your IBC Desktop Client or IBC desktop phone to your IBC Mobile Client. This might be helpful if you are on a call on your desktop phone but need to leave your desk and do not want to disrupt the call.

- To pull a call, tap the **Call** tab, then tap the dial pad menu  and select **Pull Call**. The call will move from either your Desktop Client or your desktop phone and will be active on your mobile phone.

### Retrieve Calls

- To retrieve a parked call, tap the **Call** tab, then tap the dial pad menu  and select **Retrieve Call**. Dial the number where the call was parked followed by the # key or dial # to retrieve the call parked against your number.



### Turn On/Off VoIP Mode

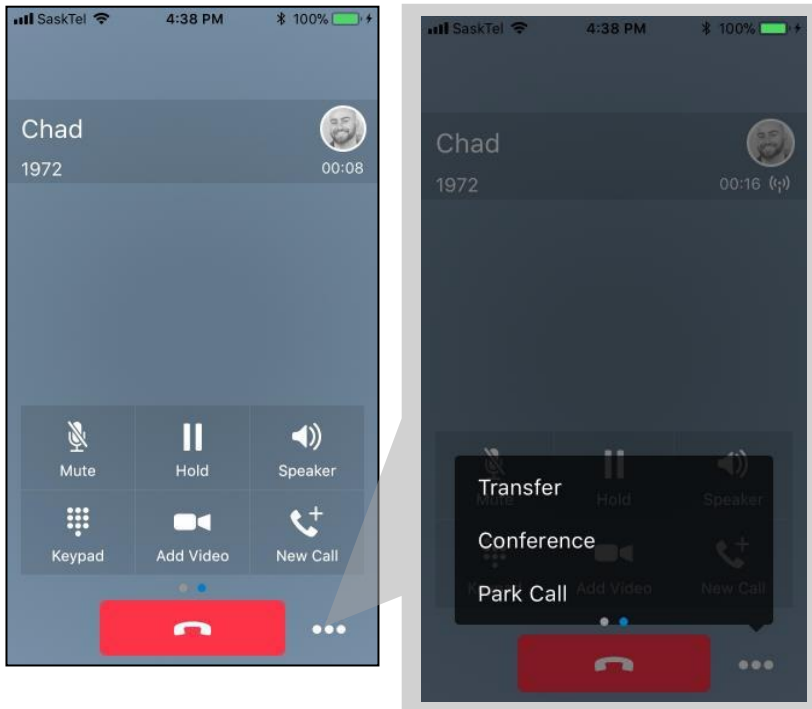
This option only appears for users subscribed to IBC Wireless. When logged into the mobile client, VoIP mode should be turned off to allow for incoming calls to reach your wireless device properly. This should be turned on when you wish to receive calls through the mobile client. For example, for when you are roaming outside of North America and wish to use VoIP calls to avoid international long-distance.

## IN CALL ACTIONS

You can perform the following actions from the In-Call screen:

- End a call.
- Mute the microphone.
- Place a call on hold.
- Enable/Disable speaker.
- Open the dialpad.
- Escalate from an audio to video call and downgrade from a video to audio call. Video calls automatically go to speaker mode.
- Make a new call. You can swap between two calls or merge calls.


- Transfer:
  - Consultative – Select a contact and then choose a number. Select **Call First** to establish a call with the third party privately before completing the transfer by pressing **Complete**.
  - Blind – Select a contact and then choose a number. Select the **Transfer to X** option to complete.
- Make a 6-Way Conference (add up to 5 other participants).
- Park a call against an extension. The parked user is placed on hold until a user retrieves the parked call. If the call is not retrieved within the provisioned recall time, then the parked call is reverted and presented to the recall users.

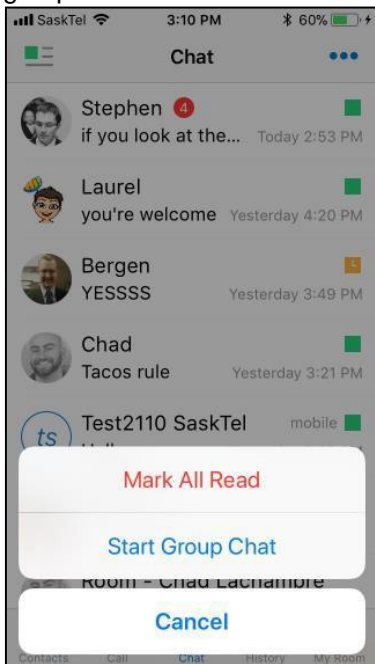


## CHAT TAB

The Chat tab is the default view and displays your recent chat history. Tapping the name opens the chat view (IM view) where new messages can be typed. Old messages are also shown.

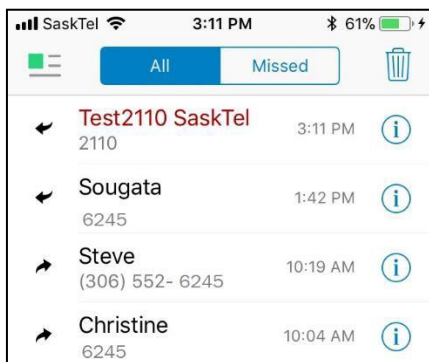
New incoming messages are indicated with a notification badge to the right of the name. The icon remains next to the name until the message is read. Chats are listed so that the newest one is always at the top. Chats are not in alphabetical order. Instead, they are listed with the most recent first.

- Tapping the menu icon  in the navigation bar displays the **Start group chat** and **Mark all Read** options. Mark all Read will remove all notification badges from the Chat History list.
- To start a group chat, select **Start group chat**, then select the contacts you want to add to a group chat.



## HISTORY TAB

The History tab displays all incoming/outgoing or missed call history. Tap on an entry to call the contact. Tap the info icon to either call, video call, send a personal SMS, or add to contacts. Tap the trash icon to clear the call history.






## IOS CALL KIT

In addition to the Call History tab, IBC now integrates with the native iOS Contacts and Call History. VoIP calls made with the IBC Mobile Client are shown in the native Call History of the iPhone. Selecting such a call entry in the Call History initiates the call with IBC Mobile Client.

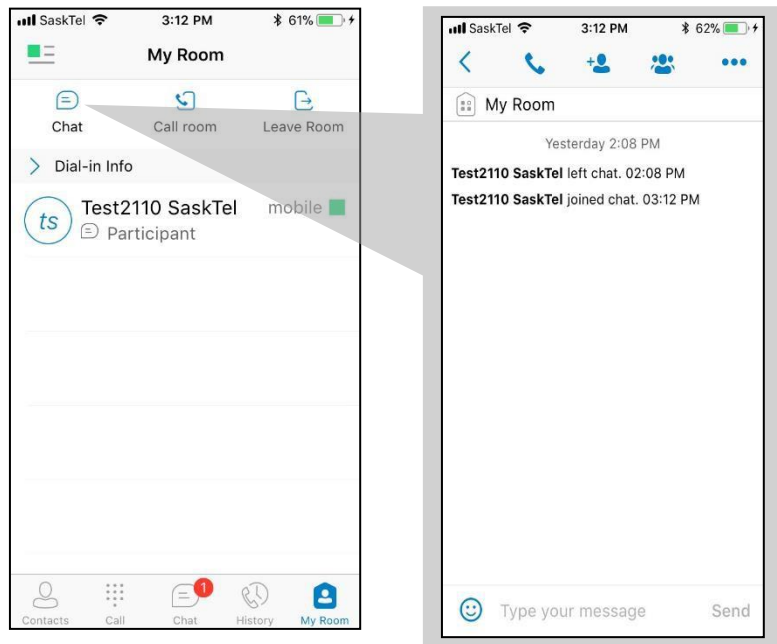
IBC calls can also be initiated directly from the contact profile of an Address Book entry of the iPhone. Long press on the call or video button in the contact profile opens a list of calling options which includes **SaskTel IBC**. If selected, the mobile client will open displaying options for the dialing service. Select one to place the call. If the last call to a contact has been handled by IBC, the call button in the profile changes to **SaskTel IBC**.

## MY ROOM TAB

The My Room feature allows you to initiate group chat sessions and easily join your audio conference bridge.

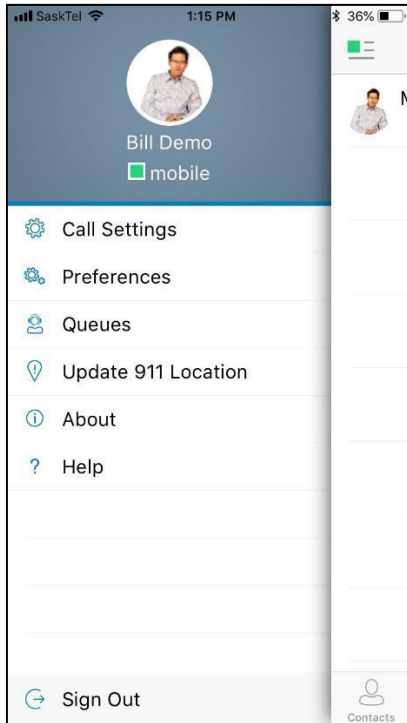
- To initiate a My Room session, tap the **My Room** tab, tap **Chat**, and tap  to add contacts to your session.
- Tap the phone icon to place a call to your Audio Conference Bridge.
- Tap  to view participants in My Room. **NOTE:** Unlike the Desktop Client My Room, participants who dial in to the Audio Conference bridge, without the chat, will not be visible here.
- Tap  to Leave Chat or Clear History.
- Tap **Dial-in Info** drop down to view your Audio Conference Bridge credentials.

Others that have joined your My Room can also dial your audio conferencing by tapping the phone icon.



## SIDE NAVIGATION

Swipe right to find Call Settings, Preferences, Queues, and Update your 9-1-1 location. You can also find information About the IBC Mobile Client, the Version, and Help, which links to the SaskTel IBC support page. From here you can also Sign Out of the IBC Mobile Client.



## CALL SETTINGS

The Call Settings option allows you to update calling setting preferences, including adding your mobile phone number so you can place calls from the IBC Mobile Client using the wireless network.

### iPhone

This field should be populated with the mobile device's telephone number.

### Configure Call Forwarding preferences

- **Busy** – Automatically forward all incoming calls to a different phone number only when your phone is busy. To enable, toggle the active setting, enter the forward to phone number, and tap **Save**.
- **Always** – Automatically forward incoming calls to a different phone number. To enable, toggle the active setting and enter the forward to phone number. Enable **Ring Splash** (an audible indicator, on a SIP device, that your phone has forwarded) to display a notification on your desktop phone when a call is being forwarded. Tap **Save**.
- **No Answer** – Automatically forward all incoming calls to a different phone number if you have not answered after a certain number of rings. To enable, toggle the active setting, enter the forward to phone number, select the number of rings before the call forwards and tap **Save**.

### Do Not Disturb

Automatically forward all incoming calls to your voice mail. To enable, toggle the active setting. If you wish to enable a Ring Splash that plays on your desktop phone when Do Not Disturb is enabled and a new call comes in, tap the **Ring Splash** to enable and tap **Save**.

## Call Waiting

When subscribed to this feature you will be able to active and deactivate Multi-Key Call Waiting.

## Call Me Anywhere

Allow incoming calls to reach you anywhere on any device. Configure another phone number (Call Me Anywhere location) to receive incoming calls. If Call Me Anywhere is active for the mobile device you are using with the client, it will automatically be disabled upon sign-in and automatically be activated upon signing out of the client.

**Answer Confirmation** will play 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.

To use Call Through, the 10-digit mobile number must be listed in your Call Me Anywhere Locations but does not have to be Active. Call Settings - **iPhone Number** - must contain the 10-digit mobile number to enable Call Through. To use Call Back, the mobile number must be **Active** in your Call Me Anywhere Locations and **Alert All Locations** must be enabled. **Alert All Locations** will activate parallel ringing. You can configure the Call Me Anywhere number(s) from the Mobile Client or the IBC User Portal.



## PREFERENCES

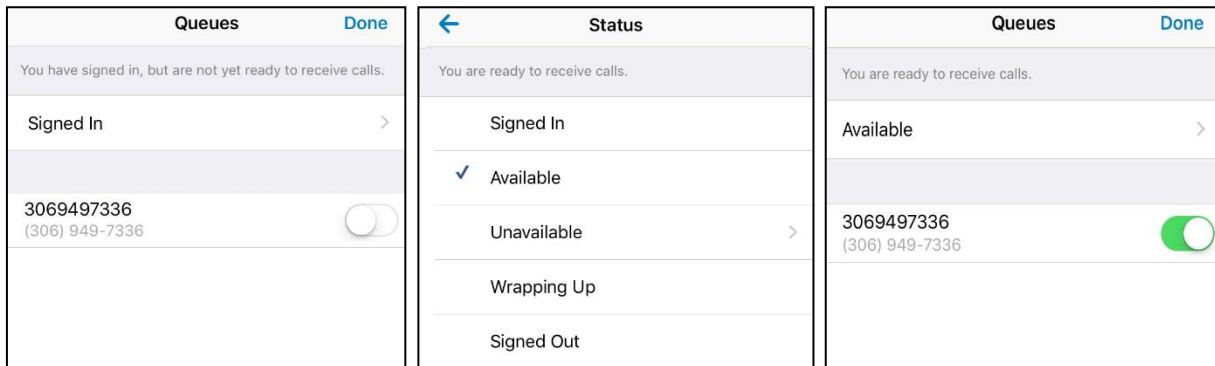
The Preferences option allows you to configure settings for start up such as set your Language, Remember Password, enable Caller ID Lookup, and Troubleshooting preferences.



## QUEUES

The Queues option is available when subscribed and assigned to a Call Queue. It allows you to join and leave Call Queues and set your Automatic Call Distribution (ACD) status.

To view the currently assigned queues, join and leave queues, and change state, use the Queues entry in the side navigation menu.



## IBC MOBILE CLIENT AND IPHONE SETTINGS

From iPhone Settings > IBC, the user can allow IBC to access:

- Contacts
- Microphone
- Camera
- Notifications
- Cellular Data

It is recommended that IBC have access to all resources in the previous list.

Your phone will receive push notifications for incoming calls and one-on-one messages even if the client application is not running, provided you are signed in.

The user can configure the type of notifications they want to get with IBC:

- Allow Notifications
- Show in Notification Center
- Sounds
- Badge App Icon
- Show on Lock Screen

It is recommended for all items in the previous list to be enabled.

## IBC WIRELESS AND IBC MOBILE CLIENT

If you are an IBC Wireless user, you will have access to the IBC Mobile Client. The client allows you to configure some of the IBC features. You must subscribe to the collaboration features to receive the instant messaging, presence, and My Room functionality of the mobile client.

While travelling internationally, you can make and receive calls using the mobile client to avoid international long-distance rates. Where Wi-fi is not available, data charges may apply. It is not recommended to use the mobile client for incoming or outgoing calls other than when travelling internationally.

When logging into the mobile client the service will automatically disable the alerting of the IBC Wireless Number and IBC Number natively to the mobile device. This is to allow all incoming calls to come through the mobile client. When signing out of the mobile client you will be asked if you would like to receive IBC Wireless calls, click yes to enable incoming calls to the mobile device.

**NOTE:** You will not receive calls on your mobile device if you click no, cancel, or just close the mobile client.

## MORE INFORMATION

For more information on the IBC Mobile Client, the IBC Features, or to view the IBC Troubleshooting Guide, go to [sasktel.com/ibcsupport](http://sasktel.com/ibcsupport).