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SASKTEL

INTEGRATED BUSINESS

COMMUNICATIONS

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TROUBLESHOOTING GUIDE AND FAQs

Version 14  
Oct. 2023

**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.

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 Webex Mobile or Desktop Clients
  - Provide Webex Mobile 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
<b>Mean time to repair: 4 hours</b>	<b>Mean time to repair: 8 hours</b>	<b>Repair: 24 business hours</b>

## 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:

If you're having problems with your IBC with Webex service, be sure to check the following requirements and settings before calling for support.

- Several IP addresses and ports listed below must be accessible to allow instant messaging and presence (IM&P), voice, video, and other services to work on Webex apps
- If there is a firewall blocking outgoing connections from the LAN or Wi-Fi network to the internet, you'll need to open the IP addresses and ports in the following table
- If your firewall is NATing internal addresses, make sure "SIP NATing" or "SIP Inspection" is disabled
- TCP NAT session timeout must be set to 600 seconds or higher
- Firewall Session timeout for Video/Voice calls signaling must be set to 600 seconds or higher
- The IP addresses and destination ports of the services marked with an asterisk (\*) below 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 port
Login/feature changes*	dms.ibc.sasktel.com	TCP 443
	webex.ibc.sasktel.com	
Voice/video calls signaling*	snp.ibc.sasktel.com	TCP 5061
	ssp.ibc.sasktel.com	
	snp1.ibc.sasktel.com	
	ssp1.ibc.sasktel.com	
Voice/video secure RTP*	216.174.151.140	UDP 10000 - 49999
	216.174.151.156	UCP 10000 - 49999
	69.11.11.12	UCP 10000 - 49999
	69.11.11.28	UCP 10000 - 49999
Polycom devices*	ztp.polycom.com	TCP 443
Cisco devices*	activate.cisco.com	
Messaging, presence, calendaring, search, etc.	*.wbx2.com	TCP 443
	*.ciscospark.com	
	*.webexcontent.com	
Webex meetings, authentication	*.webex.com	TCP 443

	*.cisco.com	
Third-party domains	*accompany.com	TCP 443
	*.sparkpostmail1.com	
	*.sparkpostmail.com	
	*.giphy.com	
	safebrowsing.googleapis.com	
	*.walkme.com	
	s3.walkmeusercontent.com	
	msftncsi.com/ncsi.txt	
	captive.apple.com/hotspot-detect.html	
	*.appdynamics.com	
	*.eum-appdynamics.com	
	*.amplitude.com	
	*.quovadisglobal.com	
	*.digicert.com	
	*.godaddy.com	
	*.identrust.com	
	*.lencr.org	
	*.intel.com	
IP subnets for media services	4.152.214.0/24*	66.114.160.0/20
(SRTP over UDP 5004 and 9000, SRTP over TCP 5004)	4.158.208.0/24*	66.163.32.0/19
	4.175.120.0/24*	69.26.160.0/19
	20.50.235.0/24*	114.29.192.0/19
	20.53.87.0/24*	144.196.0.0/16
	20.57.87.0/24*	150.253.128.0/17
	20.68.154.0/24*	163.129.0.0/16
	20.76.127.0/24*	170.72.0.0/16
	20.108.99.0/24*	170.133.128.0/18
	20.120.238.0/23*	173.39.224.0/19
	23.89.0.0/16	173.243.0.0/20
	40.119.234.0/24*	207.182.160.0/19
	44.234.52.192/26	209.197.192.0/19
	52.232.210.0/24*	210.4.192.0/20
	62.109.192.0/18	216.151.128.0/19
	64.68.96.0/19	

## Desktop requirements

System requirements for native desktop are as follows:

- Operating system (OS): Mac OS 10.14 Mojave and above, Windows 7 SP1 and above
- 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 Webex App by checking the Download Webex page ([click here](#))

For more information see Network Requirements for Webex Services by clicking this [link](#).

## TIPS FOR CALL QUALITY

Call quality for soft clients (Webex) 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.
- 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. 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.

### 4. 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.

### 5. 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.

#### **6. 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.

#### **7. 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.

#### **8. 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.

#### **9. 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 (#).

#### **10. 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.

#### **11. 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.

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

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.



### **13. How do I silence the Busy Lamp Field ringer?**

To silence the Busy Lamp Field line ringer on your phone set, press:

Home > Settings > Basic > Ring Type > Attendant Calls > Silent