# <u>Setting up Wolf Creek Voicemail</u>

## Please note which method applies to your situation.

**Method A: Using a WCPS classroom phone:**

A-1) Dial *1555* or press the *red* voicemail button and then press the *"Voice Mail"* soft key (the second button down to the left of the display screen)

A-2) You will then be asked to press the *star* key

A-3) You will then be asked to enter your *mailbox* number (this is your extension number).

A-4) You will then be asked to enter your *security code*. Press zero four times (0000)

A-5) From here follow the prompts to:

a) Set up your *security code* (it cannot be the same as your extension, nor can it be a sequence of 4 identical or sequential digits)
b) Record your *name*
c) Record your *greeting*.

A-6) Your mailbox has now been enabled and is ready to accept messages.

There are a number of other features that you can set, so don't be afraid to explore.

**Method B: Using a WCPS phone assigned specifically to you (school administrator and central office phones only):**

B-1) Dial *1555* or press the *red* voicemail button and then press the *"Voice Mail"* soft key (the second button down to the left of the display screen)

B-2) You will be asked to enter your *security code*. Press zero four times (0000)

B-3) From here follow the prompts to:

a) Set up your *security code* (it cannot be the same as your extension, nor can it be a sequence of 4 identical or sequential digits)
b) Record your *name*
c) Record your *greeting*.

B-4) Your mailbox has now been enabled and is ready to accept messages.

**Method C: Using a phone outside of WCPS such as your home or cell phone:**

C-1) Call *403-783-5441* or *403-341-4153* or *403-782-6521.* The auto attendant will answer. Ignore the auto attendant and proceed to step 2.

C-2) Press the *star* key to access the voicemail system.

C-3) You will then be asked to enter your *mailbox* number.

C-4) You will then be asked to enter your *security code*. Press zero four times (0000)

C-5) From here follow the prompts to:

a) Set up your *security code* (it cannot be the same as your extension, nor can it be a sequence of 4 identical or sequential digits)
b) Record your *name*
c) Record your *greeting*.

C-6) Your mailbox has now been enabled and is ready to accept messages.

**There are a number of other features that you can set, so don't be afraid to explore.**


# Basic VoIP Phone Instructions

**To Make a Call outside of Wolfcreek Public Schools**
    1. Dial '8' then the number *8-343-5656 or 8-1-403-546-7890*

**If you wish to access your voicemail from the automated attendant you may do the following:**

    1. Call the automated attendant number (783-5441 or 782-8726)
    2. When the automated attendant picks up, dial \*
    3. You will then be able to enter your four digit extension followed by #
    4. Enter your six digit passcode followed by #

**If you'd like to send a message directly to voicemail:**

    1. Dial 1559
    2. Enter the extension (or dial by name) of the person you want to leave a voicemail for

**Dialing long distance with a PIN #**
    1. Push **#** followed by **9** on the keypad
    2. You will then be prompted to enter your "project account code" (your PIN). This will give you an external line.
    3. Dial the long distance number (i.e. 1-800-xxx-xxxx, 1-403-XXX-XXXX)

**If you'd like to change the ringer or the volume of the ringer on the phones:**
    1. Go to "menu" by scrolling left
    2. Choose "settings"
    3. Choose "set"
    4. Choose "ringing"
    5. Select "level" and adjust with the + and -

**If you want to change the sound of the ring, check out internal call and external call**
    1. To access the Wolf Creek automated attendant from outside call:

- 782-8726 in the Lacombe calling area
- 783-5441 in the Ponoka calling area

**Extensions, Logging In, Transferring Calls**
    1. To find your personal extension number on the phone (or to find someone else's extension), type in your initials, push the button beside "initials", your extension number will show up to the right of your name. Remember, a phone has a four digit extension and you also have a four digit "virtual" extension.

    2. To log in to a phone (call forward), simply push "staff login", then type in your extension. To log out, push "staff logout", then type your extension number. Also, when you log in to another phone, you are automatically logged out of the previous phone you were logged in to.

    3. When you transfer a call, type in the extension you are transferring to first (initials or last name search will work as well), then you can hit transfer. No need to push hold.

**Making a 3 way Conference Call**
    1. Make your first call. Press conference, dial 3rd party's extension or dial the outside number – (remember you must dial 8 before the outside number)

    2. Once the 3$^{rd}$ party has answered, press 'Conference' to connect all 3 parties

# Quick Pointers for Using DECT Wireless Phones

\* Push the Red Button to hang up or go back to the main screen    \* Push "C" to go back one step
You will find that as you gain more experience with these phones, there is more than one way to accomplish the same end result.

**1. Placing a Call**
   a. Method 1 - Dial the extension then push the green button
   b. Method 2 - Dial the extension, push OK, then push OK again to call
   c. Method 3 - Push the green button then dial the extension (or dial 8 to dial an outside line)

**2. Placing a Call using the directory**
   a. Push the directory button in the bottom left hand corner of the phone
   b. Using the number pad, enter the first three letters of the individual's last name (push the corresponding number key repeatedly to advance through the letters to select – you need to pause slightly before moving on to the next letter, or push right on the silver disk around the OK button)
   c. Push the OK button
   d. Scroll down to the person you'd like to call then push the Green button to complete the call

**3. Receiving a Call**
   a. Push OK or the Green button to answer a call

**4. Transferring a Call**
   a. When you know the extension
      i. Enter the 4 digit extension (the other caller automatically goes on hold) then push the green button
         1. If you wish to talk to the person at that extension first, wait for them to answer, then push the Green button to complete the transfer
         2. If you do not wish to talk to the person at that extension first, push the green button, then okay (alternatively you could push OK, OK, OK)

**5. Putting a Caller on Hold**
   a. Pushing the OK button will put a caller on hold. You will hear the voice prompt to dial the station number you require, but you don't need to dial anything. The caller will stay on hold for one minute. Your phone will ring again and you will be prompted to retrieve the call. Push OK
   b. You can retrieve the caller on hold by pushing the Red button then OK

**6. Login** – Scroll down on the silver disk. Click OK on "Staff Login", Click OK on "Call", enter your four digit extension then push OK

**7. Logout** – Scroll down on the silver disk. Click OK on "Staff Logout", Click OK on "Call", enter your four digit extension then push OK

**8. Changing Ringtones:**
   1. Push OK to access the settings icons
   2. Scroll to the icon of the Bell and musical notes
   3. Push OK
   4. Scroll down to find another Ringtone
   5. Scroll right to set the volume
   6. Push OK to select, then the Red button to get back to the main screen

**9. Setting the phone to vibrate:**
   1. You can set the phone to vibrate by holding down the button in the bottom right hand corner of the phone.
   2. Hold it down again to switch back to ring tone.