New River Community and Technical College
Phone System

Frequently Asked Questions

1. How do I setup and check my voicemail for the very first time?
Press the Message button (looks like an envelope) and when you’re prompted for a PIN enter 159357. Then just follow the prompts.

2. How do I check my voicemail from off campus?
Dial your phone number and when your voicemail picks up press the * key. You’ll be prompted for your ID (key in your 4 digit extension) and then your PIN (key in your 6 digit PIN you created for yourself to access voicemail). You will then be able to review any voicemail messages you have and customize your voicemail options.

3. How do I dial a number to reach one of the other campuses?
Just dial the last four digits of the number (e.g., 6560 would ring the GVC main number). If you don’t know the last four digits you can look up the person by name in the directory using the phone keypad or you can also consult People Search using your computer.

4. How do I dial an off campus number?
Dial 9+1+area code+number. This applies to any Bluefield State number as well as everyone else who doesn’t have a New River phone.

5. What are the options available when I dial the main College number (5450) I get the auto attendant?
Most often, when someone dials the main College number they are actually trying to reach someone in another office. The Auto Attendant helps them to get the person or office they need.

6. What if there is an emergency and I need to call 911?
You must dial 9+911. Every New River phone should have a sticker affixed to it indicating that you must dial 9+911 in an emergency.

7. What are the Weather Line phone numbers?

<table>
<thead>
<tr>
<th>NCC</th>
<th>GVC</th>
<th>ATC</th>
</tr>
</thead>
<tbody>
<tr>
<td>304-883-2421</td>
<td>304-647-6587</td>
<td>304-929-3333</td>
</tr>
<tr>
<td>MCC</td>
<td>RCC</td>
<td></td>
</tr>
<tr>
<td>304-818-2008</td>
<td>304-929-5483</td>
<td></td>
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</tbody>
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8. How do I conference together multiple callers so we’re all talking on the same line?
Every phone has the ability to create an ad hoc conference for up to 8 callers (7 plus the person who initiates). Here’s how to do that:

   1. Call the first number or answer the phone if they called you.
   2. Press the conference soft key on your phone (Confrn) and then dial the next number.
   3. After they pickup, press the Confrn button again and dial the next number. Repeat those steps until you have all your callers on the line.

9. What if I just want other New River folks to call into the number instead of me having to dial each of them?
We have four New River extensions dedicated as MeetMe conference numbers. One person must initiate the call by pressing the soft key that labeled “MeetMe” and then dialing the extension of our MeetMe conference lines (6721, 6713, 2015, or 2443). Others may then dial the extension and they will automatically be added to your conference. If someone else is already using the extension you choose you’ll get a busy signal when you try to initiate the conference.

10. What if I have folks outside New River that need to dial in to a conference call or I have more than 8 callers?
The steps for this are exactly the same as in #9 above, with the only difference being that anyone outside the New River network must dial the complete number (after someone inside the New River network initiates the conference using the MeetMe button) to join the audio conference. The complete numbers are listed below:

   | RCC (304-929-6721) | MCC (304-818-2015) | ATC (304-929-3334) |
   | GVC (304-647-6713) | NCC (304-883-2443) |      |
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11. How do I get the New River logo to show up on my phone?
If you have either the 7945 or the 7965 model of phone (not the grayscale 7942) then you can add the New River logo as the background screen. Please follow these steps:

1. Press the SETTINGS button on your phone.
2. Press the SELECT key to choose User Preferences.
3. Press the down arrow once, then press the SELECT key to choose Background Images.
4. Press the right arrow once and then press the SELECT key to choose the New River logo.
5. Press the SAVE button and then the EXIT button twice and you’re done.

12. How do I use the Personal Directory function on my phone?
Before you can use this feature on your phone you must first login to a web site to change your PIN.

https://10.100.33.34:8443/ccmuser
Username: (your first initial and your last name)
Password: newriver

Once you login you should change your password and PIN. Your default PIN is 123789.

13. I’m a Campus Dean, how do I update my Weather Line?
Campus Deans are able to update the voice message (primary greeting) on his/her Weather Line from any phone anywhere by following these steps:

1. Dial 304-883-2440 (or just 2440 if you are on campus).
2. You’ll be prompted for your User ID, enter the 4-digit extension of your office phone.
3. You’ll be prompted for your PIN, enter your personal 6-digit PIN.
4. You’ll be prompted for the Call Handler, enter the 4-digit extension of your Weather Line.
5. Then just follow the directions to update the primary greeting.

NOTE: If you include the day’s date in your greeting that is helpful. I’ve also heard some messages that included other important campus announcements (financial aid), which seems like a great idea.

14. I’m a Campus Dean, how do I create an emergency alert message?
Campus Deans (and other key administrators) are able to login to the portal to send emergency alerts messages. We’ve created a video tutorial that shows you how to do this and here is the link for it:

http://web.newriver.edu/streaming/alerts-admin.mp4

Please note that we have several User Groups that can be used as your recipients for emergency messages. Choose only the group(s) most relevant for your message. For example, if you are canceling classes for your campus you shouldn’t use the ALL USERS group but instead choose only your campus group of faculty and the other group of staff and the other group containing students.

SMS messages are limited to only 160 total characters, so you must be careful to include all the relevant information while also being very concise. Folks who subscribe to your group may also subscribe to other groups, so you need to be specific with your information to avoid any confusion.

Here’s a sample alert system message:

All Greenbrier Valley Campus classes scheduled for today (January 25, 2013) at 12PM or later are canceled due to weather.

If you count the characters in the message above you’ll see that it uses only 121 total characters.