

To check your voicemail from outside the college:

1. Call the college's main number, **540-674-3600**;
2. Press the * (asterisk or star) key to interrupt the outgoing announcement;
3. The prompt will then instruct you to enter your ID (this is your extension number) followed by # (pound);
4. The prompt will then instruct you to enter your PIN followed by # (pound);
5. Proceed by checking your voicemail messages as you normally would from your desktop phone.

Setting your office phone to forward calls:

While on campus:

1. In an on-hook state (i.e., while not on a call), simply press the **CFwdALL** softkey* on your desktop phone – the button will be located directly beneath your LCD screen and on the far right regardless of the model of your phone;
2. The phone will then beep twice, enter the number that you want your office calls forwarded to (make sure you prepend any number with 9 so that an outside line can be called, e.g., 915401234567);
3. Your phone will now forward calls to the entered number;
4. To turn off forwarding, simply press the **CFwdALL** button again.



While Off Campus:

1. Please contact the Help Desk by phone (540-674-3600 ext. 4400) or by email (nr4help@nr.edu) to have NRCC IT personnel set this up for you.
2. Please be prepared to provide the following:
 - a. Your name
 - b. Your extension number
 - c. The number to which you want your calls forwarded

Please note: callers from outside the college CANNOT see your forwarded number.

* A softkey is defined as a button that has a number of functions depending on which menu the device is in at a given time