

COLONIAL CONNECT



QUICK REFERENCE GUIDE 8845 MODEL PHONE

Call a GW Extension

Foggy Bottom (202) 994-xxxx 4xxxx
Mount Vernon (202) 242-xxxx 2xxxx
Ashburn (703) 726-xxxx 6xxxx
Ashburn (571) 553-xxxx 3xxxx

Local Calls

9 + 10-digit phone number

Long Distance - Domestic

9 + 1 + 10 digit phone number + CMC code
A long-distance authorization Client Matter Code (CMC) is needed to dial long-distance. Please submit a request at go.gwu.edu/voicerequest to order an authorization code.

Functions

- Settings
- Voice Mail
- Contacts
- Headset
- Speakerphone
- Mute
- Release
- Transfer
- Conference
- Back
- Hold
- Volume

Dial

To dial, lift the handset and enter a number, or:

- Press an unlit line button
- Press the New Call soft key
- Press the unlit headset button
- Press the unlit speakerphone button



Answer a Call

To answer a ringing call, lift the handset or:

- Press the flashing amber line button
- Press the unlit headset button
- Press the unlit speakerphone button
- Press the Navigation Select button

Hang Up

Replace the handset or

- Press the lit headset button
- Press the lit speakerphone button
- Press the End Call soft key

Voicemail

Colonial Connect Voicemail will hold up to 18 minutes of messages – 5 minutes per message.

New Message Indicators

- A solid red light on your handset
- A stutter dial tone on the line
- A voicemail icon next to the line button with message count

Press the Voicemail button to access, or dial 4-4000

Feature and Session Buttons

Use feature buttons (left side) to view calls on a line or access features such as Speed Dial.

Use session buttons (right side) to perform tasks such as resuming a held call.

- Green, steady - Active Call
- Green, flashing - Held Call
- Amber, steady - Private line in use
- Amber, flashing - Incoming call
- Red, steady - Remote line in use
- Red, flashing - Remote line on hold

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Video

- Turn the camera shutter clockwise to start your video
- Turn the camera shutter counterclockwise to stop your video

Hold

1. Press the Hold button 
2. To resume the call, press the Hold button again

Transfer

1. From a connected call (not on hold), press the Transfer button 
2. Call the transfer recipient
3. Press the Transfer button again
 - You can do this before or after the receiving party picks up

Forward All Calls

1. Select a line and press the Forward All softkey
2. Dial the number that you want to forward to, or press Voice Mail
3. To receive calls again, press Forward Off

Call Waiting

- If you get a second call while the first call is active, the second line displays.
- To connect the second call and put the first call on hold automatically, press the flashing amber line button.
- Press the Swap softkey to switch between calls



Active call with call waiting


Use the Navigation Bar in Directory or Call History to Highlight and Call



Use the center navigation button to select and make a call to the contact you highlighted

View Recent or Missed Calls

The Call History holds the last 150 calls. To access:

- Press Settings 
- Scroll, and select Recents
- Select a line to view

Missed Calls



Placed Calls




Received Calls




Conference - Audio Only

Colonial Connect can handle up to 8 audio calls in conference.

1. From a connected call (not on hold), press the Conference button 
2. Call the party you wish to add
3. Press the Conference button
 - You can do this either before or after the party answers
 - The conference will begin and the phone will display "Conference" instead of caller ID
 - Repeat these steps to add more participants

The conference will end when all parties hang up.

Conference in a Held Call

1. From a connected call (not on hold), press the Conference button 
2. Press the pulsing green line button for the held call that you want to add
 - If the held call is on another line, press the Active Calls softkey, choose a call from the list and press the Conference button

The conference will end when all parties hang up.

View and Remove Conference Participants

- During a conference, press the View Details softkey.
- To remove a participant, highlight a name and press the Remove softkey.