

COLONIAL CONNECT



Division of
Information Technology

THE GEORGE
WASHINGTON
UNIVERSITY

WASHINGTON, DC



COLONIAL CONNECT

The Division of IT is pleased to provide the GW community with access to Colonial Connect, a state-of-the-art communications system. The system allows faculty and staff to communicate with each other across campuses, offices, residence halls and off-campus locations through chat, voice, video and web conferencing.

Colonial Connect replaces the university's aging phone infrastructure with a wide variety of voice, video and web services. It combines chat, voice, video and web conferencing features into an easy-to-use toolkit with a common directory. Colonial Connect also includes apps for a wide array of mobile devices, allowing users to collaborate from anywhere in real-time.

SERVICES

COLONIAL CONNECT DESKTOP PHONE

Standard Video Phone

Standard phone with video capability. Phone features include the ability to place calls on hold, call waiting, ad-hoc conferencing, phone directory, transfer capabilities, call history, voicemail, video calls and extension mobility. Extension mobility allows users to configure any Colonial Connect Standard Video or Multi-Line phone as their own, on a temporary basis, by logging into that phone. Once a user logs in, the phone adopts the individual user's default device profile information, including line numbers, speed dials, service links and other user-specific properties of a phone. Basic, Multi-Line and Conference phone options are also available.

COLONIAL CONNECT VOICEMAIL

- **Voicemail to Phone:** Colonial Connect Voicemail indicates a new message by a solid red light on your handset, a stutter dial tone on the line and a voicemail icon next to the line button with message count in the display. In order to access messages, press the voicemail button, or dial 4-4000 for Foggy Bottom users and 3-4000 for Virginia Science and Technology Campus users.
- **Voicemail to Email:** Colonial Connect Voicemail sends received voicemails directly to your email address. You can then listen to your voicemail directly from your email inbox.

JABBER

Jabber brings phone capabilities to your computer through the integration of chat, voice, video and desktop share in one tool. Once installed, you can select any of these features from a single directory. Jabber allows you to make and receive calls, check voicemail, group chat with others and easily see who is online, integrate your calendar and share video and desktop with someone else all from your computer. Jabber also supports WebEx integration, and will automatically send invites to those within a Jabber group chat if WebEx is needed.

COLONIAL CONNECT MOBILE

Single number reach is available through Colonial Connect Mobile. With this feature, your office extension will ring on your mobile device, allowing you to answer a call on the device of your choice.

WEBEX

WebEx is a collaborative meeting tool that allows for real-time meeting and sharing over the web. Features include multi-point video conferencing and desktop share to help facilitate online meetings or teach a class. The sessions can be recorded and can accommodate up to 500 users in one session.

COLONIAL CONNECT FAX

Colonial Connect Fax gives you the ability to fax from your computer without access to a physical fax machine. Using an existing fax number, you can send and receive faxes through the Colonial Connect Fax portal, with the ability to leverage Adobe PDF digital signature functionality. In addition, faxes can be received via email. Colonial Connect Fax supports a paperless office and reduces the number of hard-copy documents that may contain sensitive material.

COLONIAL CONNECT CONFERENCING

Colonial Connect Conferencing allows for eight party conference calls, with a dial-in number and code available upon request. To request local or toll-free voice-only conference services, please submit a request at go.gwu.edu/voicerequest.

COLONIAL CONNECT MOBILE APPS

Jabber and WebEx Apps give you the ability to connect, communicate and join conferences on most mobile devices.

For more information visit IT.GWU.EDU/Colonial-Connect

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IT SUPPORT

-  Send an email to ithelp@gwu.edu
-  Submit a tech service request on IT.GWU.EDU
-  Call the IT Support Center at 202-994-GWIT (4948)
-  Walk-up support available at Tech Commons, located in the Lower Level of Gelman Library



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