

# COLONIAL CONNECT



## 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](http://go.gwu.edu/voicerequest) to order an authorization code.

## 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

# QUICK REFERENCE GUIDE

## 7841 MODEL PHONE





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|-------------------------------|--|
| ① Call / Voice Mail Indicator | ⑤ Hold, Transfer, and Conference         |
| ② Line and Feature Buttons    | ⑥ Speakerphone, Headset, and Mute        |
| ③ Softkeys                    | ⑦ Voicemail, Applications, and Directory |
| ④ Navigation Select button    | ⑧ Volume                                 |

## 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 

## Line and Feature Buttons


Use feature buttons 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



## 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

## Conference

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.

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## 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

## 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.

## View Recent or Missed Calls

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

- Press Settings 
- Scroll, and select Recents