

COLONIAL CONNECT





QUICK REFERENCE GUIDE

8945

Dial

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

- Press the unlit speakerphone button 
- If using a headset, press the unlit headset button 

Answer a Call

To answer a ringing call, lift the handset or:

- Press the flashing amber line button
- Press the unlit speakerphone button
- If using a headset, press the unlit headset button

Please note that when both parties are using the standard video phone, you will be able to view each other on your video screen.

Hang Up

Replace the handset or

- Press the lit speakerphone button
- Press the End Call soft key
- Press the lit headset button, if using a headset

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.



Voicemail

Colonial Connect Voicemail can handle 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 

Functions

Application 

Voice Mail 

Contacts 

Headset 

Speakerphone 

Mute 

Video Mute 

Transfer 

Conference 

Redial 

Hold 



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Hold


Press the Hold button 

To release the call from hold:

- Press the flashing green line button 
- Press the Resume softkey

Transfer

From a connected call (not on hold)

1. Press the Transfer button 
2. Call the transfer recipient to announce the call
3. Press the Transfer button again

Merge Calls

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 soft key, choose a call from the list, and press the Conference button

The merged call ends when all parties hang up.

Call Waiting

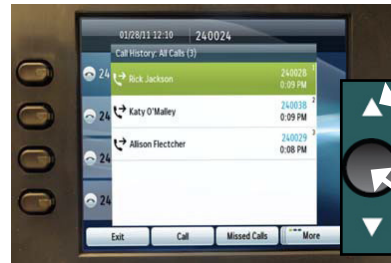
If you get a second call while the first call is active, the second line displays.

To connect the second call and put the first call on hold automatically, press the flashing amber line button.



Active call with call waiting

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





Use the arrows to navigate and highlight

Use the center button to call the highlighted contact

View Recent or Missed Calls

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

- Press the down arrow on the Navigation Bar to highlight and press the selection button to call 
- Press the Application button, then select Call History 

Missed Calls

Placed Calls

Received Calls



Use the Navigation Bar to highlight and call.

Ad-Hoc 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
4. Repeat these steps to add more participants, up to 8 total in call

The conference ends 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.



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