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.

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

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

Need Support?
202-994-4948 • ithelp@gwu.edu • IT.GWU.EDU

THE GEORGE WASHINGTON UNIVERSITY
WASHINGTON, DC
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

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.

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 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.

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