



ACCESSONE

(800) 804-8333

Ascend Basics (HP Poly Edge E Series)

Welcome to Access One! You should see a new phone on your desk. Below is a guide to familiarize you with this enhanced phone system and how to use its most commonly used features. Your phone has many more features and tools included as well. Please see below to learn about the basic functionality, the web portal and additional resources to help maximize your UCaaS experience.

Setting up Voicemail

1. Press the Message button from your phone. On most devices this is usually indicated with an envelope icon or tape deck icon as a hard key or on the screen. You can also dial star (*) + your extension.
2. Press Connect, enter your voicemail PIN and then press pound (#)
3. From the Main Menu, press 3 for Personal Options
4. To set up your greeting press 1, the system will playback your current greeting.
5. Press 1 to record a new greeting or press 2 to use a standard greeting.

Warm/Consultative Transferring a Call

1. While on a call, Select the Transfer button (caller will hear hold music).
2. Enter the phone number and/or extension number to transfer the call.
3. Press the Send button. (If dialing a 10-digit DID the call will dial out automatically).
4. Wait for the individual to answer the call; then announce the caller.
5. Then press the Transfer button again (call has been transferred).

Blind/Cold Transferring a Call

1. While on a call, Select the Transfer button (caller will hear hold music).
2. Select the Blind Transfer button (where Transfer was previously located).
3. Enter the phone number and/or extension number to transfer the call.
4. Then press the Dial button. (If dialing a 10-digit DID the call will dial out automatically).

3-Way Conferencing

1. While on a call, you may need to select the More button prior to step 2
 2. Press the Conference button (caller will hear hold music).
 3. Enter the phone number and/or extension number to conference the call.
 4. Press the Send button. (If dialing a 10-digit DID the call will dial out automatically).
 5. Once the individual answers the call, press the Conference button again to connect all callers.
- * If the call's originator places the call on hold, all parties will then be on hold.
 - * Maximum number of participants: 3

Call Forwarding

1. Press the Home/Menu button on the phone.
2. Select the Forward option (some devices may require you scroll to locate)
3. Choose which forward you would like, Always, No Answer or Busy.
4. Enter the number or extension to forward to. If using No Answer forward, you will need to set an interval in seconds also.

Additional Resources

- Visit our website to view tutorials, guides and more: <https://www.accessoneinc.com/client-tools/>
- Call Access One Customer Care at (800) 804.8333

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v2026-02-11