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 and additional resources to help maximize your UCaaS experience.

Placing Calls

The phone uses your default line when you place a call.

1) Do one of the following:
   - Enter your contact's number.
   - Select a contact from a directory.
   - Select a contact from the recent calls list.
   - Select a message from the **Messages** list.
2) Press Call 📞

Place a New Call During an Active Call

You can place new calls to contacts during active calls.

1) While in an active call, press **New Call**.
2) Enter a contact's number or choose a contact from the directory or recent calls.
3) Do one of the following:
   - Press **Call**.
   - If the called handset has multiple lines, choose a line and press Call

Answering Calls

Answer an incoming call from the wireless handset.

1) Do one of the following:
   - Press the **Call** 📞 button.
   - Press the **Speakerphone** 🔊 button.
   - Select the **Answer** softkey.

Answer an Incoming Call During a Call

A tone plays when you receive an incoming call during an active call.

1) Do one of the following:
   - Press the **Call** 📞 button.
   - Press the **Speakerphone** 🔊 button.

The first call goes on hold automatically.

Holding and Resuming Calls

When you are in a call, you can place an active audio call on hold and resume the call.

Hold a Call

You can place up to two active calls on hold at any time.

1) During a call, select **Options > Hold**.

Resume a Call

You can resume any held call on the wireless handset.

1) Select **Options > Resume**.

Switch Between Calls

You can switch between calls when you have at least one active call and one held call on the wireless handset.

With one active call and a held call, press **Swap**.

End a Call

You can end an active call at any time.

1) Do one of the following:
   - Select **End**.
   - Place the wireless handset in its cradle or the charging cradle.

Transferring Calls

You can transfer a call to a directory contact or to a designated number.

Warm Transfer a Call to a Contact

1) During a call, select **Options > Transfer**.
2) Enter a number or select a contact from a directory or the recent calls list.
3) Select **Call**.
4) Talk with your contact, then select **Options > Transfer** again to complete the transfer.

Blind Transfer a Call to a Contact

Blind transferring a call sends the call to another contact without your speaking to the contact first.

1) During a call, select **Options > Blind Transfer**.
2) Enter a number or select a contact from a directory or the recent calls list.
3) Select **Transfer**.
4) The phone transfers the call when the contact answers the call.

Initiate a Conference Call

Initiate a conference call with up to two contacts.

1) Call your first contact.
2) During the call, go to **Options ••• > Conference**.
   • The first call is placed on hold.
3) Enter a number or select a contact from a directory or the recent calls list.
4) Go to **Options ••• > Conference**.
5) The two calls are joined into a conference call.

Join Calls to Create a Conference Call

Join one active call and one held call into a conference call.

1) When you have an active call and a held call, go to **Options > Conference**.
2) Press **Select**.
   • The phone joins the calls into a conference call. If you have multiple held calls, the other held calls on the line remain held.

Split a Conference Call

When you split a conference, you end the conference call and place the other two people on hold.

1) During a conference call, select **Split**.
The conference call ends, and the phone places the two participants on hold in two separate calls.

Call Forwarding

You can enable your wireless handset to forward all incoming calls or forward calls based on the status of the handset.

1) Go to **Menu ☰ > Call Forward**.
2) Choose one of the following options:
   • **Always**
   • **No answer**
   • **Busy**
3) Select **On**, then enter the number for your forwarding contact.
4) **Optional:** If you select **No answer** as your forwarding option, set the time in seconds when to forward the call.
5) Select **Back** to return to the Home screen.

Access Voicemail Messages

You can access and listen to new voicemail messages from the wireless handset.

1) Go to **Menu** ☰ **> Messages**.

2) Choose a line, then press **Select**.

The wireless handset speed dials your voice mailbox number, and you can listen to new voicemail messages.

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