UCaaS Basics

Welcome to Access Cloud Hosted PBX! 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 Hosted PBX 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.
2. The voicemail system will walk you through setting up your password, recording your name and recording a greeting. (After setting up voicemail, to check voicemail, follow step 1, and enter your password when prompted.)

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. Then press the Dial button.
4. Wait for 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 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.

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 Dial button.
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

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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, either 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.

Logging into Web/CommPortal

1. Log into CommPortal at: http://commportal.accessoneinc.net/v2
2. Enter your user name (your assigned 10-digit number)
3. Enter your temporary password (provided by your admin)

Additional Resources

• Visit our website to view tutorials, guides and more: https://www.accessoneinc.com/resourcestutorials
• Call Access One Customer Care at **800.804.8333**