

# One Talk

User guide

## Web Portal Administrator's Guide

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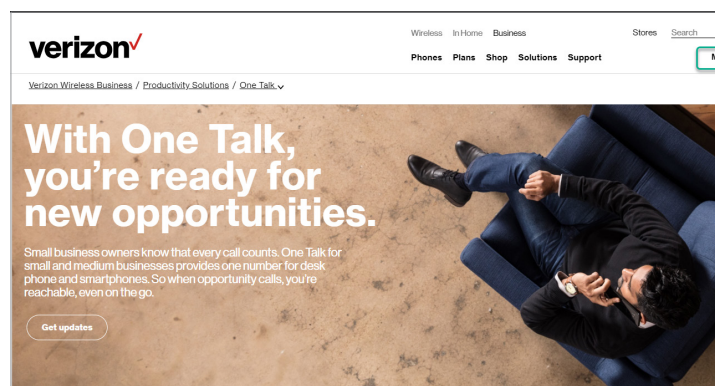
## Welcome to One Talk.

This guide provides instructions for the management of all your One Talk services.

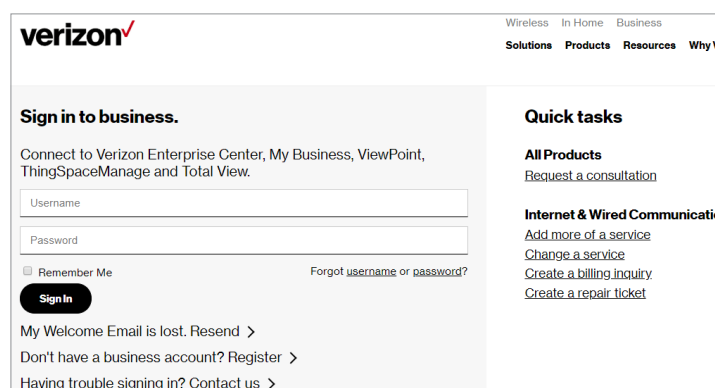
The administrator has complete management capability over corporate-liable lines, which are billed to the corporation.

The One Talk Portal is accessible to Verizon Wireless business customers who have registered for My Business access to manage all of their Verizon Wireless services. The One Talk service administrator for your company can perform self-serve functions for business telephone numbers.

To access the Portal from onetalk.com:

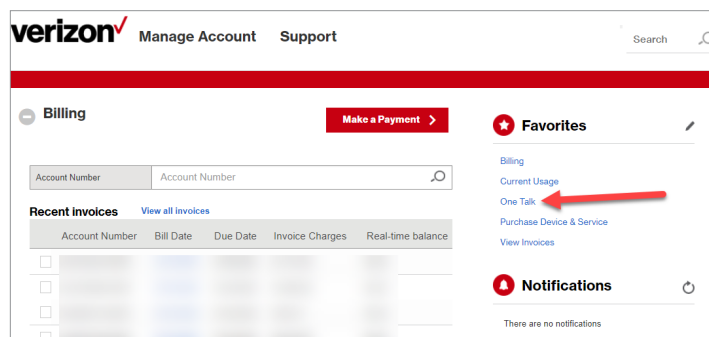


1. Click **My Business** located on the far right of the screen and select **Sign in**
2. Enter your username and click **Sign In**



3. Next, you will be prompted on whether you want to receive a security code via a text, or whether you prefer to answer a security question

4. Once logged in, click the One Talk option to the right of the screen:



## One Talk Portal layout

Now let's get familiar with the One Talk Portal. The Main page is composed of six primary sections:

- Group you are currently managing
- Overview
- Purchase
- Resources
- Need Help?
- Actions/I Want To

If you have more than one group, you will need to select the group you want to manage and configure at the top of the page, just below the "Manage Your One Talk Service" heading. Each time you sign on, you will be working in the group you were in the last time you signed into My Business.



## Overview

The Overview section shows you how many Automated Receptionists, Hunt Groups, Lines and Devices are currently set up for the group you have selected, and also provides you with links to access other sections in the Portal, allowing you to make changes to them.

## Purchase

The Purchase section provides the most optimal access to the different ways you can augment your One Talk service.

## Resources

The Resources section provides you with links to sources of valuable information regarding the One Talk service.

## Need Help?

The Help section gives administrators information and access to the most up-to-date documentation regarding One Talk features and support.

## Actions/I Want To

The Actions section provides links to the most commonly used pages for ease of access and use. Administrators can quickly reach Group Management, Lines and Devices, Business and User Features, Global User Search, and more.

### Manage Your One Talk Service

**PRODUCT**  
Group name +

**Overview**

<p>Automated Receptionist</p> <p><b>You have 10 Auto Receptionist lines setup.</b></p>	<p>Hunt Group</p> <p><b>You have 9 Hunt Groups setup.</b></p>	<p><b>I want to</b></p> <ul style="list-style-type: none"> <li><a href="#">Manage group members</a></li> <li><a href="#">Manage all groups</a></li> <li><a href="#">Manage schedules</a></li> <li><a href="#">Manage features</a></li> <li><a href="#">Manage lines and devices</a></li> <li><a href="#">Search user across all groups</a></li> <li><a href="#">View Transaction History</a></li> </ul>
<p>Total lines</p> <p><b>87</b></p> <p>Active lines: 87 Suspended lines: 0</p>	<p>Total devices</p> <p><b>166</b></p> <p>Desk phones: 63 Mobile clients: 73 Smartphone: 30</p>	<ul style="list-style-type: none"> <li><a href="#">Manage group members</a></li> <li><a href="#">Manage all groups</a></li> <li><a href="#">Manage schedules</a></li> <li><a href="#">Manage features</a></li> <li><a href="#">Manage lines and devices</a></li> <li><a href="#">Search user across all groups</a></li> <li><a href="#">View Transaction History</a></li> </ul>

**Purchase**

<p>New One Talk number for a smartphone or desk phone</p>	<p>Activate One Talk service on an existing device</p>	<p>New One Talk Mobile client</p>
<p>Add One Talk to an existing line</p>	<p>Add devices to an existing line</p>	<p>New Automated Receptionist</p>
<p>New Hunt Group</p>	<p>New device only</p>	<p><b>One Talk promotions</b></p>

**Resources**

<p>What's new</p>	<p>FAQ</p>	<p>Get Started</p>
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**Need help?**

<p>Contact customer care <small>Customer care can be reached at 800.822.0204</small></p>	<p>All One Talk Features <small>All One Talk Features can be accessed here</small></p>	<p><b>One Talk Support</b> <small>Support documentation can be found here</small></p>
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The following pages will concentrate on the Actions/I Want To section, which is what allows a One Talk administrator to manage, configure and administer all the characteristics and customizable configurations that are applied to a given group and all the members in the group.

## Manage lines and devices

**Overview**

<p>Automated Receptionist</p> <p><b>You have 10 Auto Receptionist lines setup.</b></p>	<p>Hunt Group</p> <p><b>You have 9 Hunt Groups setup.</b></p>	<p><b>I want to</b></p> <ul style="list-style-type: none"> <li><a href="#">Manage group members</a></li> <li><a href="#">Manage all groups</a></li> <li><a href="#">Manage schedules</a></li> <li><a href="#">Manage features</a></li> <li><a href="#">Manage lines and devices</a></li> <li><a href="#">Search user across all groups</a></li> <li><a href="#">View Transaction History</a></li> </ul>
<p>Total lines</p> <p><b>87</b></p> <p>Active lines: 87 Suspended lines: 0</p>	<p>Total devices</p> <p><b>167</b></p> <p>Desk phones: 63 Mobile clients: 104</p>	<ul style="list-style-type: none"> <li><a href="#">Manage group members</a></li> <li><a href="#">Manage all groups</a></li> <li><a href="#">Manage schedules</a></li> <li><a href="#">Manage features</a></li> <li><a href="#">Manage lines and devices</a></li> <li><a href="#">Search user across all groups</a></li> <li><a href="#">View Transaction History</a></li> </ul>

This section shows a list of the telephone lines, devices and services in the One Talk group you are working in. You can click the appropriate line to view the details pertaining to that line.

Home / Lines & Devices

VP-DEMO

1 Lines 1 Devices

Line Overview

**339-XXXX-XXXX**

W60 Demo

Account maintenance transaction

**Change service type**

Line information

Associated devices

User features

**Associated devices 1**

Block Mobile app  **Add device**

<p>Smartphone</p> <p>0</p>	<p>Desk phone</p> <p>1</p> <p>W60</p>	<p>Mobile client</p> <p>0</p>
----------------------------	---------------------------------------	-------------------------------

Once you are on the Lines & Devices page, there are several things you can do:

- **View all active lines or devices in the group.** Note that only some of the lines and/or devices are loaded initially, but if there are more lines or devices in the group, you will have the option to click **Load More Lines** or **Load More Devices** to see more. You may have to click more than once to expose all available lines or devices, depending on how many are in the group
- **Perform actions on specific/single lines or devices.** If you click on any specific line or device, you will see additional information, including features, all associated devices and basic line information, like name and extension. Once a specific line is selected, you can perform several different actions on the associated devices, update the basic line/user info or configure features for that specific user

- **Perform actions on multiple lines at the same time.**  
This is done by using the checkboxes next to each line on the left-side navigation. You can also select **All** if you need to take the same action on all lines or devices in this group. This will expose a dropdown of “I Want To” actions for the selected lines or devices. Examples of multiline actions include blocking or unblocking the ability to use mobile clients. Examples of multidevice actions include rebooting desk phones, and enabling and disabling directory download

Here is an example of what you will see for associated devices when a specific line is selected. This example is for a desk phone, and it is important to know that the functions available at the associated device level depend on what type of device you are viewing. For example, directory download and the ability to update it is only shown for desk phones.

## Manage schedules

There are two types of schedules that can be used: business schedules to accommodate hours of operation based on days of the week, and holiday schedules for specific calendar holidays. Once schedules are defined, they can be applied to features and determine when the feature is active. If business and holiday schedules overlap, the holiday schedule will be used. The following features can use schedules: Automated Receptionist, Group Forwarding, Simultaneous Ring, Selective Call Rejection, Selective Call Acceptance, Selective Call Forwarding and Pre-alerting Announcements.

To create a schedule, click on the top right button labeled “Create schedule.”

In the following screen, select the type of schedule you want: Business or Holiday.

Fill out the proper details as required by your business.

Schedule type\*  
Business

Schedule name  
Business

Select from 24x7, 9-5 or Custom. If custom is selected define the hours of operation for it. You can have up to 2 time slots per day/submit to save the set-up of your Business schedule.

Create business schedule  
 24x7  9-5  Custom

Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start time	Closed	9:00AM	9:00AM	9:00AM	9:00AM	9:00AM	Closed
End time	N/A	5:00PM	5:00PM	5:00PM	5:00PM	5:00PM	N/A

Press the **Submit** button and your schedule will be ready to be used by the following features:

- Automated Receptionist
- Group Forwarding
- Simultaneous Ring
- Selective Call Rejection
- Selective Call Acceptance
- Selective Call Forwarding
- Pre-alerting Announcements

## Group management

Groups can be created within the One Talk Portal to organize users by department or site location. Group features, such as Calling Line ID Delivery or Music on Hold, can be configured or enabled per group. To create, edit or manage groups, click **Manage all groups** in the Actions/I Want To section

## Defining a group during enrollment

Each business is provided a default group upon enrolling in One Talk. Group names can be changed any time in the One Talk Portal.

## Switching between groups

Switching between groups is performed in the One Talk Portal.

1. Display the details of the current selected group
2. The dropdown reveals all groups created in the account
3. Search by group name utilizing a full or partial name in the search field
4. Selecting a group from the list refreshes the page with the selected group's details

## Creating groups

Groups can be created from the Manage Groups menu option.

1. Select **Manage all groups** from the One Talk Portal menu
2. Select **Create group** from the Actions dropdown

3. Enter a name for the group and select a time zone

### Creating groups in bulk


Groups can be created in bulk from the Manage All Groups screen using a template.

1. Click **Create bulk groups** and select **Download blank template** (download and save the template to the desktop)
2. Enter the group names and time zones for the new groups using the downloaded template
3. Upload the completed template by selecting **Upload Excel** (the created groups will appear in the group list)

### Editing groups

Group settings can be modified from the Manage Groups screen.

1. Select the pencil (edit) icon next to the group to be edited in the group list

Group name	Timezone	Members	Delete all
GROUP1	EASTERN	202	

2. Edit the group name, time zone, extension length (two to six digits) and group dialing prefix (two to six digits). Check if you want to enable directory download for the users in the group



### Moving users between groups

Users can be moved to a different group from the Manage Group Members screen.

1. Under the I Want To section, select **Manage Group Members**
2. Search for a user to move or select a group to display the list of users
3. Select the group to move the user to
4. Click **Continue** to confirm the move

**Note:** User information and settings are reset and will need to be reconfigured after moving the user to the new group.

Are you sure you want to move the selected 2 numbers? ✕

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You are about to move lines(s) to a new group. Current customized feature settings (like Call Forwarding or Hunt Group configuration) will be lost and will need to be rebuilt in the new group.

**Continue** **Cancel**

### Deleting groups

Groups can be deleted from the Manage Groups screen. Select the trash can icon next to the group to be deleted.

**Note:** Only groups without users can be deleted. If a group has existing users, the users will need to be deactivated from One Talk or moved to another group first.

### Editing end users

1. To edit end-user information, click **Manage group members** under the I Want To section
2. On the Manage Group Members page, select **Edit** to update any end-user information

3. To perform a bulk update, select **Upload spreadsheet**
4. Either download a blank template or a template that includes phone numbers for the group users.

Choose an option to download ✕

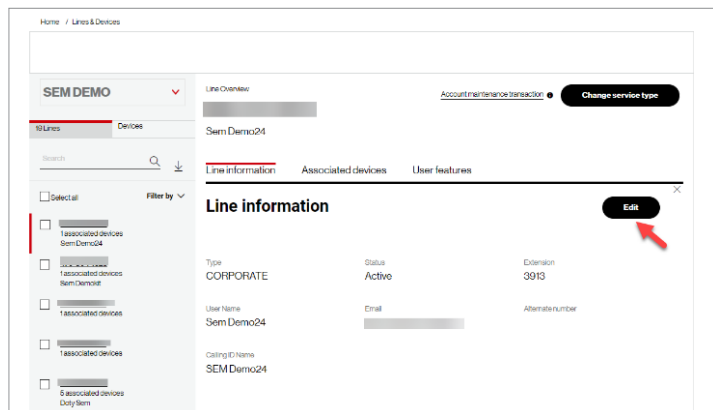
Blank template

Template with phone numbers

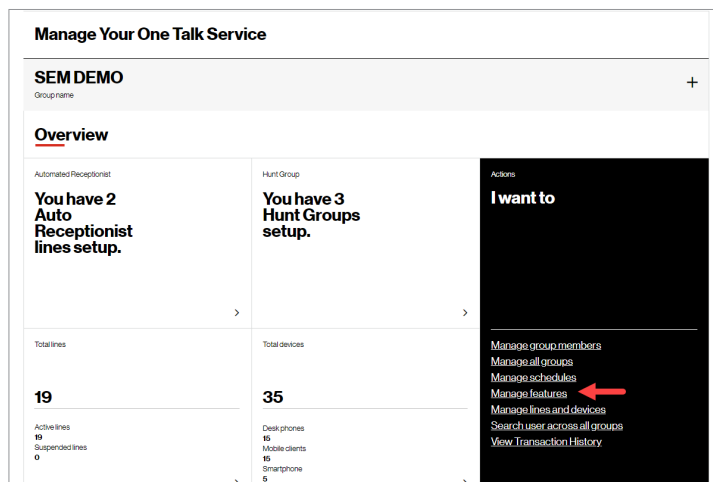
**Download template** **Upload excel**

- Save the template to your local device and select the file to be uploaded, followed by **Submit**

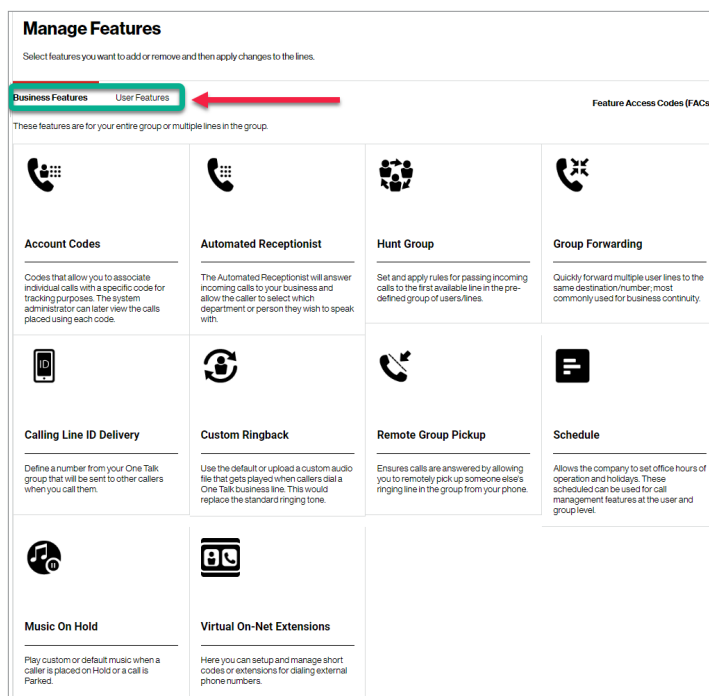
Additionally, end-user information can be edited when viewing line information in the Lines & Devices section.



## One Talk features management (Business & User)



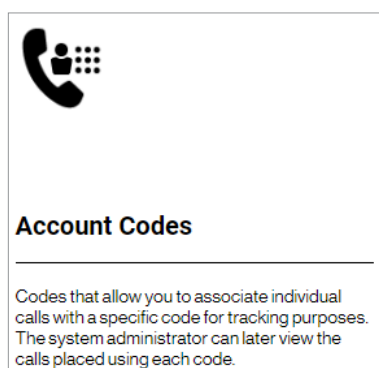
The One Talk Portal also allows the service administrator to configure and enable group- and user-level features for the corporate-liable user lines on a group-by-group basis. The following set of features can be managed by clicking **Manage features** in the I Want To section on the Overview page.



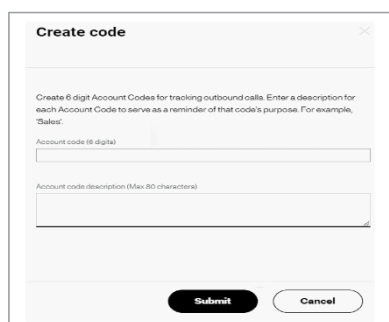
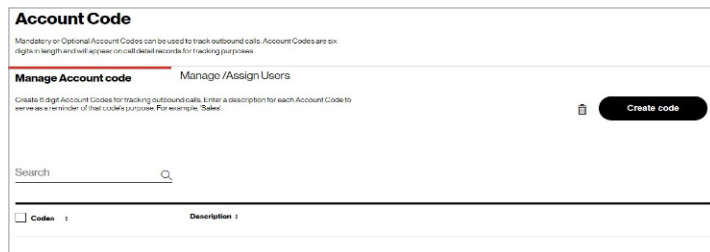
### Account Codes

Account Codes allow you to place either a mandatory or optional code to be dialed in front of a regular call-digit pattern. The code is associated with individual calls for tracking purposes. The system administrator can later view the calls placed using each code via billing reports.

- Under the I Want To section, click **Manage features**, then click **Account Codes**



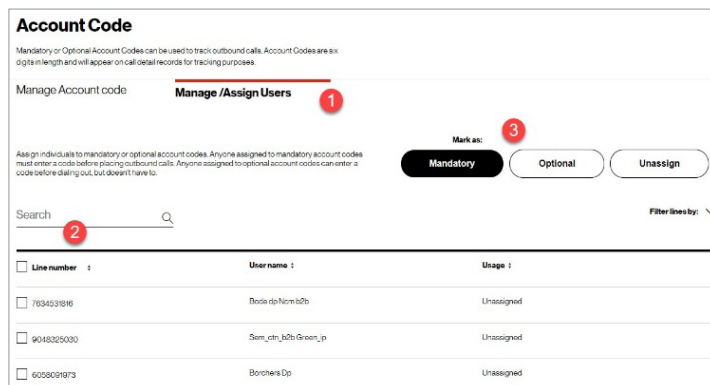
2. Click **Create code**
3. Enter the account code and account code description
4. Click **Submit**



To add users to a specific code:

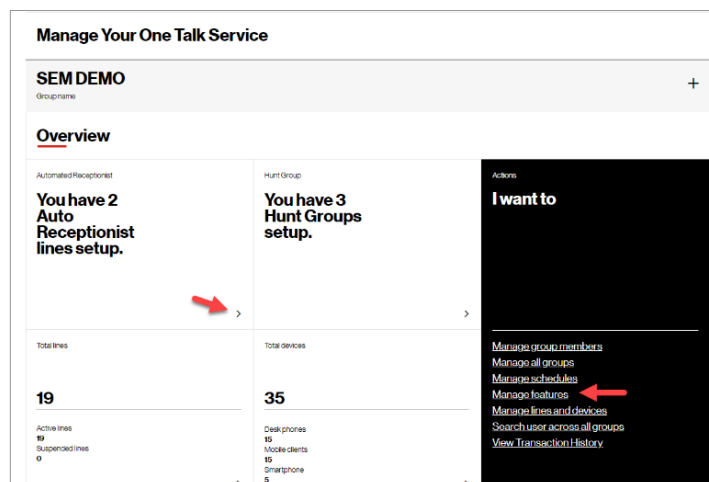
1. Click **Manage/Assign Users**
2. Select the users that will be using the code for outbound calls
3. Select whether the user will be Mandatory, Optional or Unassigned.

**Note:** Mandatory will require a code entry for all outgoing calls. Optional will require the user to enter the \*\*71+ Account Code prior to placing a call.

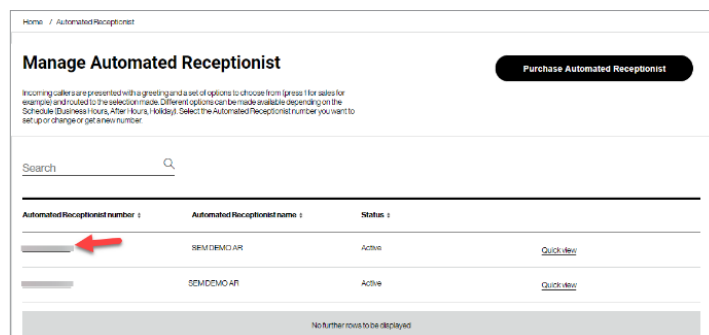


## Managing the Auto Receptionist

1. Access the Auto Receptionist configuration tool from the Overview page or by clicking the **Auto Receptionist** icon on the Manage Features page



2. Click the phone number of the desired Auto Receptionist to edit



3. Enter a name for the Auto Receptionist
4. Enter a Calling ID name that will be displayed for calls routed to desk phones
5. Select a time zone
6. Select whether you want your dial-by-name and dial-by-extension options to be limited to the users in the same group as the Auto Receptionist or open across all groups
7. Select whether to add a schedule to allow for business hours and an after-hours/holiday setup or to have the Auto Receptionist answer all calls with the same greeting and options 24/7. When using a schedule, make sure to set up greetings and options in the Business Hours tab and the After Hours and Holidays tab

8. Upload a custom greeting to be used to greet callers. Follow the instructions regarding the proper audio file format
9. Set up your call routing options for the 11 programmable options
10. Click **Save** to complete the setup

**Note:** Make sure to change the default transfer to operator assigned to 0 to another routing option.

Available routing options:

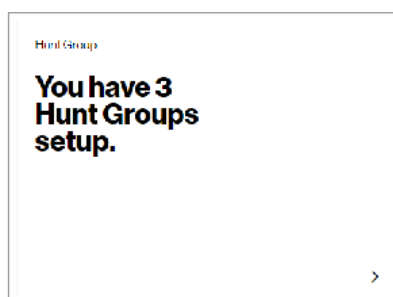
- **Dial by Name** – Prompt callers to enter the name of the person they wish to contact. The last names entered for your One Talk subscribers are searched
- **Dial by Extension** – Prompts callers to enter the extension of the person they wish to contact. The extensions set up for your One Talk subscribers are searched
- **Transfer without Prompt** – Caller is silently transferred to the number assigned to the option selected by the caller
- **Transfer with Prompt** – Callers hear a message letting them know their call is being transferred
- **Repeat Menu** – The recorded greeting will be replayed for the caller
- **Exit** – The call will be terminated

Keys	Call routing	Transfer to	Direct to voicemail
1	Transfer Without Prompt		Select a line from list
2	Transfer Without Prompt		Select a line from list <input checked="" type="checkbox"/>
3	Transfer Without Prompt		Select a line from list
4	Transfer Without Prompt		Select a line from list
5	Transfer Without Prompt		Select a line from list
6	Extension Dialing		
7	Select		
8	Select		
9	Select		
0	Select		
*	Select		
#	Transfer To Operator	404-824-6885	

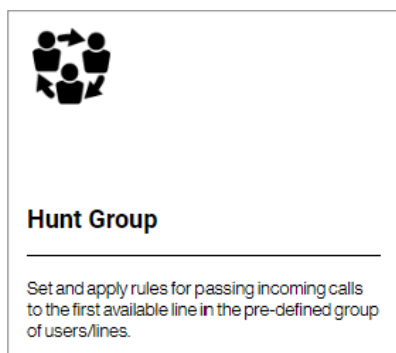
**Note:** Forward-to phone numbers can only be 10-digit phone numbers. Also, the direct-to-voicemail option is only available to calls routed to a One Talk user's line.

### Managing your Hunt Group

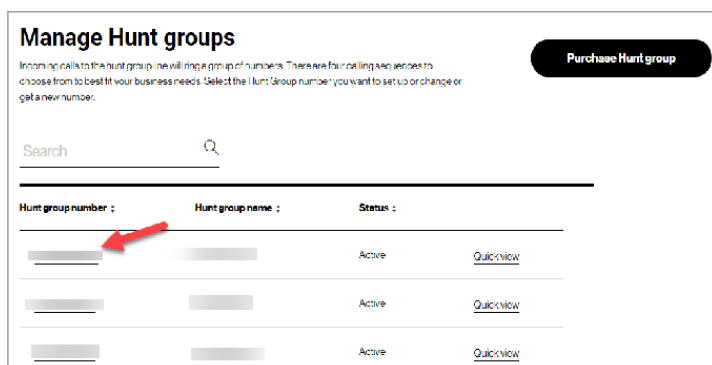
1. From the Overview page, click the > button to view or manage your available Hunt Groups



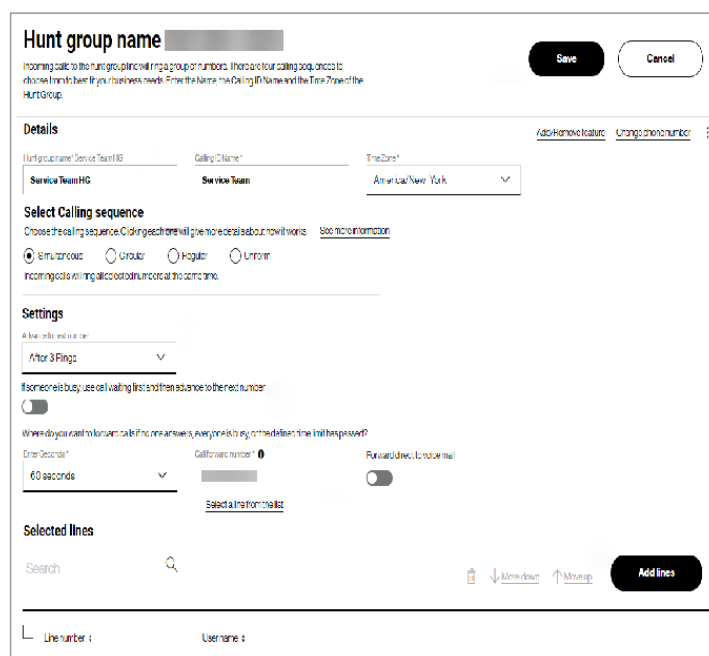
Alternatively, you can access Hunt Groups by clicking the **Manage features** link. Then select the **Hunt Group** feature.



2. To set up your Hunt Group, simply click the linked phone number



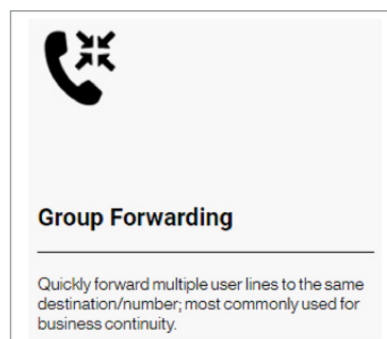
- Items that can be edited in the next screen include Hunt Group name, caller ID name, time zone, calling sequence and additional settings. Once complete, select which One Talk users will participate by clicking **Add Lines**
- Click **Save** once you are finished
- In the top right corner of the screen, you have options available to change the phone number, change the type of service for this line, suspend the line or disconnect the line



### Group Forwarding

Group Forwarding allows you to quickly forward multiple user lines to the same destination/number.

- Click **Manage features**
- Then click **Group Forwarding**



Changes that can be made:

- Turn the feature on or off
- Enter a number in the Forward to Phone Number field
- Select when to activate (Always or Schedule)
- Search for or select lines to add to or remove from Group Forwarding

3. Click **Submit**

### Calling Line ID Delivery

This feature allows one 10-digit phone number to display for outbound calls from all One Talk phone numbers in the group. Every outbound call made displays the same 10-digit phone number.

Navigate to “Manage Features > Caller Line ID Delivery” to enable the feature in the One Talk Portal.

### Calling Line ID Delivery

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Define a number from your One Talk group that will be sent to other callers when you call them.

1. Select the appropriate option to enable or disable the group feature:
  - a. Calling Line ID Delivery default value is “Use individual phone numbers” (disabled)
  - b. The administrator must select the second option, “Select a One Talk number or enter any number for all lines in the group” (enabled)
2. Click the **Submit** button to submit any changes to this group feature

**Note:** To disable the feature and display individual phone numbers for outbound calls, select “Use individual phone numbers” and click **Submit**.

### Custom Ringback

Upload a custom audio file (e.g., music or an advertisement) that gets played when callers dial a One Talk business line. This replaces the standard ringtone for One Talk phone numbers in the group when enabled.

To enable Custom Ringback:

1. Click **Manage features**, then click **Custom Ringback**

### Custom Ringback

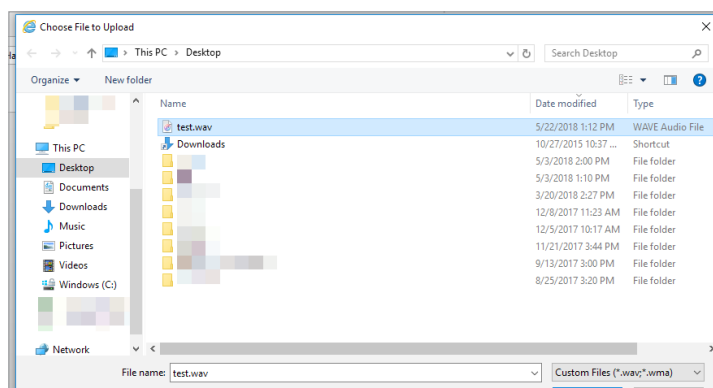
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Use the default or upload a custom audio file that gets played when callers dial a One Talk business line. This would replace the standard ringing tone.

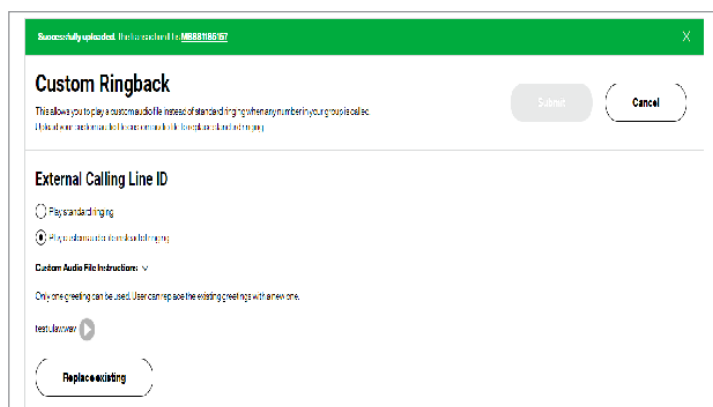
2. Click **Upload Custom File**, then select the appropriate WAV file to upload from your desktop

Ensure that the file meets the following requirements:

- Consultative Committee for International Telegraphy and Telephony (CCITT) u-law or a-law codec
- 8,000 kHz (sampling rate/frequency)
- 8-bit mono WAV file type
- 2 MB or less total size



3. Click **Submit** to enable Custom Ringback
4. A success message will display



To disable Custom Ringback:

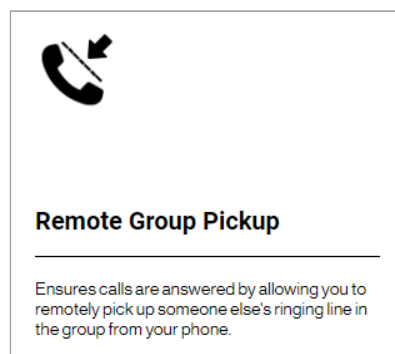
1. Select “Play Standard Ringing,” then click **Submit** to disable Custom Ringback for that group



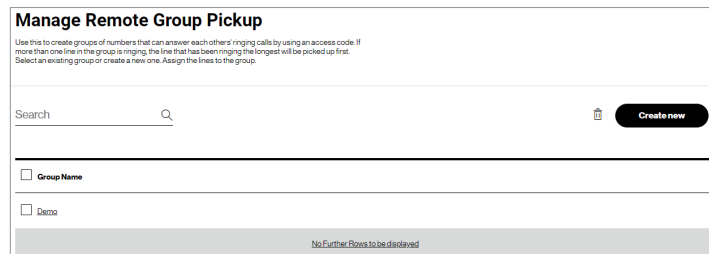
## Setting or changing Remote Group Pickup

Remote Group Pickup allows you to define a group of users that can remotely pick up someone else’s ringing line in the group by dialing \*\*98.

1. On the Features page, click **Remote Group Pickup**



2. Select an existing group or create a new one. If you’re creating a new Remote Group Pickup, give it a name. Then assign the lines to the group using the right-facing arrow or drag and drop to the Selected Lines box. To edit a Remote Group Pickup, click the desired name. You can search for available lines by name or number



3. Select the Remote Group Pickup name. Once in the Modify screen, you will be able to enter or edit the group name and select One Talk numbers. One Talk numbers can only be included in one group for Remote Group Pickup



4. Click **Save** to confirm your group settings

### Scheduling business hours or after-hours and holidays

The One Talk service can route incoming calls based on your normal business hours, evening hours or holiday periods, with these features:

Desk phones, dialer and client-paired lines:

- Pre-alerting Announcement
- Simultaneous Ring Service
- Selective Call Forwarding
- Group Forwarding
- Selective Call Acceptance/Rejection

Hunt Group lines:


- Selective Call Acceptance/Rejection
- Selective Call Forwarding

Auto Receptionist:

- Selective Call Acceptance/Rejection
- Selective Call Forwarding

To create, edit or view business hours, after hours or holiday schedules:

1. Click **Manage features** and then click **Schedule**



## Schedule

Allows the company to set office hours of operation and holidays. These scheduled can be used for call management features at the user and group level.

2. View or edit a schedule by selecting a listed schedule, or click **Create schedule** to make a new schedule

### Manage schedules

There are two types of schedules that can be used: business schedules to accommodate hours of operation based on days of the week and holiday schedules for specific calendar holidays. Once schedules are defined they can be applied to features and determine when the feature is active. If Business and Holiday schedules overlap, the holiday schedule will be used.

Search

Schedule name	Type
Holiday	Holiday
Business	Business

3. Before editing a schedule, it is recommended that you dissociate its use from the assigned features. Any changes made to a business schedule in use will impact the features listed. To remedy this, create a new schedule and associate it with the desired features. Once a desired schedule is selected, you will be able to edit the schedule. You can edit the name, the time and the days. Once completed, click **Submit** and you can now associate it in your feature configuration
4. To create a schedule:
  - Select the type of schedule
  - Create a name for the schedule
  - Choose a template
  - Enter start and end times
  - Click Submit when finished

Your schedule is now ready to be assigned.

### Create schedule

There are two types of schedules that can be used: business schedules to accommodate hours of operation based on days of the week and holiday schedules for specific calendar holidays. Once schedules are defined they can be applied to features and determine when the feature is active. If Business and Holiday schedules overlap, the holiday schedule will be used.

Schedule type: Business

Schedule name:

Select from 24x7, 9-5 or Custom. If custom is selected define the hours of operation for it. You can have up to 2 time slots per day. Submit to save the set-up of your Business schedule.

Create business schedule

24x7  9-5  Custom


Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start time	Closed	9:00AM	9:00AM	9:00AM	9:00AM	9:00AM	Closed
End time	N/A	5:00PM	All day / Closed / Custom		5:00PM	5:00PM	N/A

+ Add time:  : AM

### Music on Hold

When you need to put callers on hold, let them listen to your custom or default music and recorded messages.

Select **Manage features** and then click **Music on Hold**.



## Music On Hold

Play custom or default music when a caller is placed on Hold or a call is Parked.



1. Choose from “Off,” “System Music” or “Custom Music”
2. Click **Submit**. **Please note:** You must click Submit whenever you turn Music on Hold on or off, and when selecting either System Music or Custom Music

### Music On Hold

Music on Hold plays system or custom music to a caller when placed 'On Hold' or when a call is 'Parked'. Music selections apply on a group-by-group basis, so make sure the desired group is selected. Music applies to all callers in the selected group. Go to the Home page to select a different group(s).

Submit
Cancel

---

**Choose from options below**

Off  
 Play predefined music provided by Verizon  
 Play custom music

**Custom Audio File Instructions** ^

Only one greeting can be used. User can replace the existing greetings with a new one.

test.ulaw.wav

### To use Custom Music

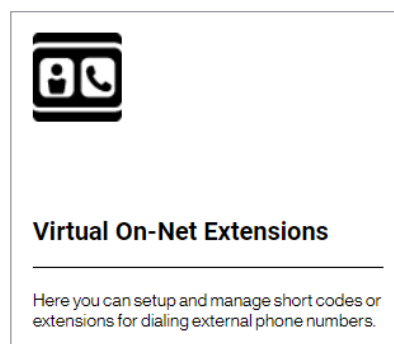
Click **Upload** to add an audio file. **Please note:** The file must be in the WAV file format with the following specifications:

- Consultative Committee for International Telegraphy and Telephony (CCITT) u-law or a-law codec
- 8,000 kHz (sampling rate/frequency)
- 8-bit mono WAV file type
- 5 MB or less total size

### Virtual On-Net Extensions

Virtual On-Net Extensions allow you to create short codes or extensions for dialing external numbers (e.g., 800 numbers or any non-One Talk phone number) that can be dialed as an extension from One Talk devices.

1. From the One Talk Portal, locate and select **Virtual On-Net Extensions** within the Features menu



2. Select **Add a line** from the Actions dropdown

### Virtual On-Net Extensions

Upload file to add lines
Add a line

Here you can setup and manage short codes or extensions for dialing external phone numbers.

---

↻ ↓ 🗑️
Edit

Phone Number	First name	Last name	Virtual extension
[Redacted]	[Redacted]	[Redacted]	0040

3. Enter the phone number, username and virtual extension and click **Save**

**Note:** Virtual extensions can also be added in bulk using a template.

### Upload file to add virtual extensions

1. [Download blank template here](#)

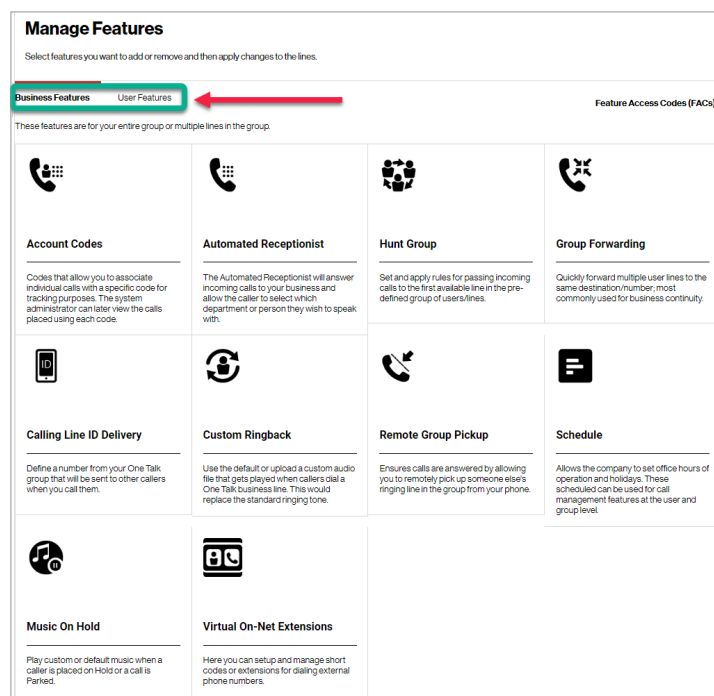
2. Modify

3. Upload

- All fields are mandatory. If any field in a row is empty, that row will fail
- Phone Number must be 10 digits
- Extensions can't be duplicated within the same Group
- Extensions can only be duplicated across Groups if Group Dialing Prefixes are used
- One Talk numbers for the same customer (even if they are in a different Group) can't be used as VON numbers

Upload excel

## End-user feature management



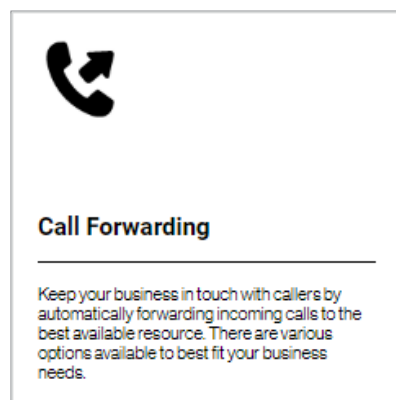
The features shown below can be managed for end users by clicking **Manage features** under the I Want To section on the One Talk Overview page.

### Call Forwarding

Keep your business in touch with callers by automatically forwarding incoming calls to the best available resource. There are various options available to best fit your business needs.

#### Editing Call Forwarding settings

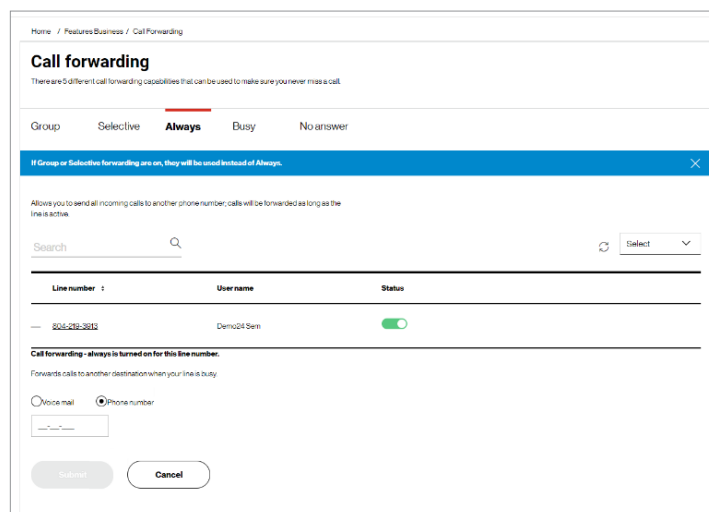
1. On the Manage Features page, click the **Call Forwarding** icon



There are five settings. Select from the following Call Forwarding options:

- “Group” enables you to forward all calls for multiple lines in the group to another number all the time or based on a schedule
- “Selective” forwards calls based on a predefined schedule and phone numbers
- “Always” forwards all calls to another destination
- “Busy” forwards calls when your line is busy
- “No Answer” reroutes a call if you don’t answer after five rings

Call Forwarding features can be turned on and off as needed. Turning on the feature will give you the option to forward to voicemail or to another phone number. Call Forwarding can be enabled with a schedule.

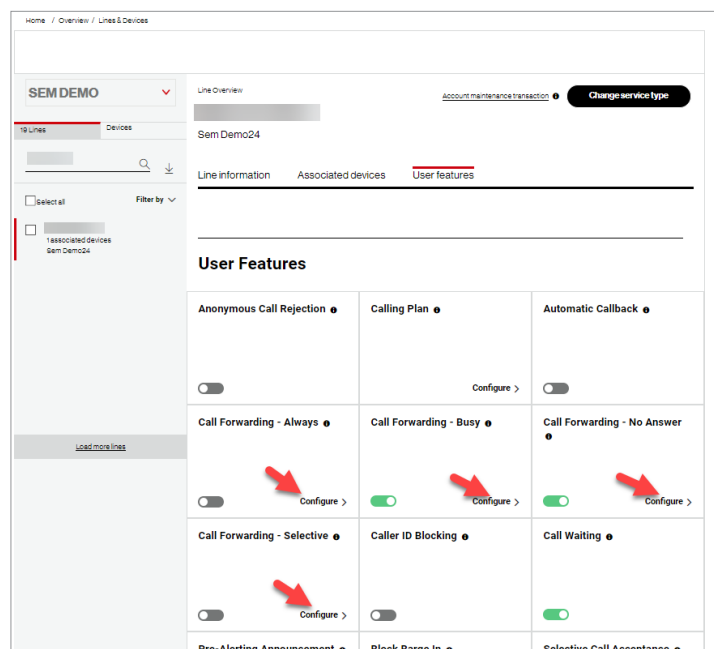


2. Select the desired Call Forwarding option
3. Select **Enable** next to the user to be modified
4. Select either voicemail or input a phone number
5. Submit the change

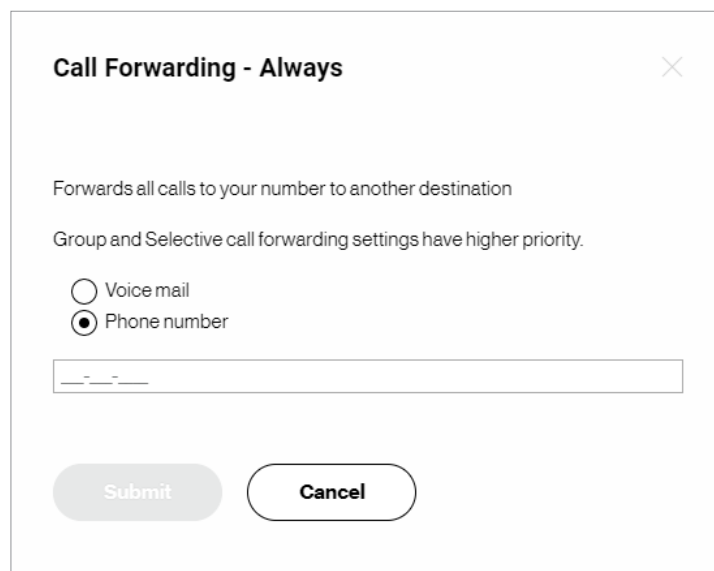
You can adjust Call Forwarding settings by clicking the **+** icon next to the line to which changes will be made. This will expand the view to allow editing.

You can also use the Lines & Devices tab to set up Call Forwarding for a single line.

1. Select the **Lines & Devices** tab and choose the line you want to add Call Forwarding to by checking the box or clicking the phone number



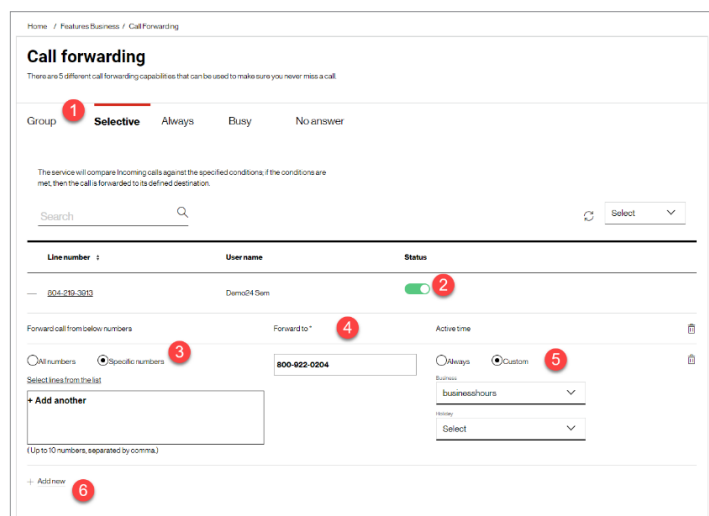
2. Click on the **User Features** tab and scroll down to set or adjust Call Forwarding features
3. Select **Configure**
4. The Call Forwarding dialog box will appear. Make the desired changes, then click **Submit**



## Selective Call Forwarding

The Selective Call Forwarding feature enables you to define criteria that cause certain incoming calls to be redirected to another phone number. You can have up to five criteria to forward incoming calls.

You access Selective Call Forwarding the same way you access Call Forwarding.



1. Click **Selective Call Forwarding**
2. Select **Enable** next to users you want to configure
3. Select whether to forward all calls or calls from specific phone numbers
4. Enter a 10-digit phone number to which calls will be forwarded
5. Select either **Always** or **Custom** to associate a schedule
6. If needed, select **Add new** to add additional criteria (up to five)
7. Click **Save**

Alternatively, you can configure Selective Call Forwarding for specific users via the Lines & Device page.

## Monitoring and managing extensions with Busy Lamp Field

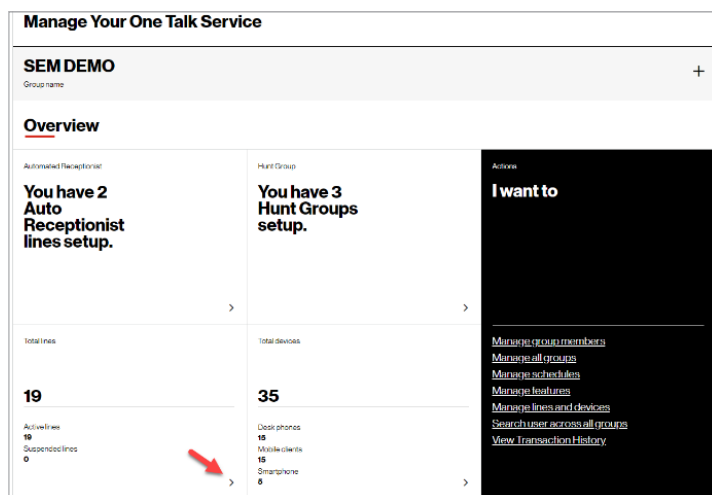
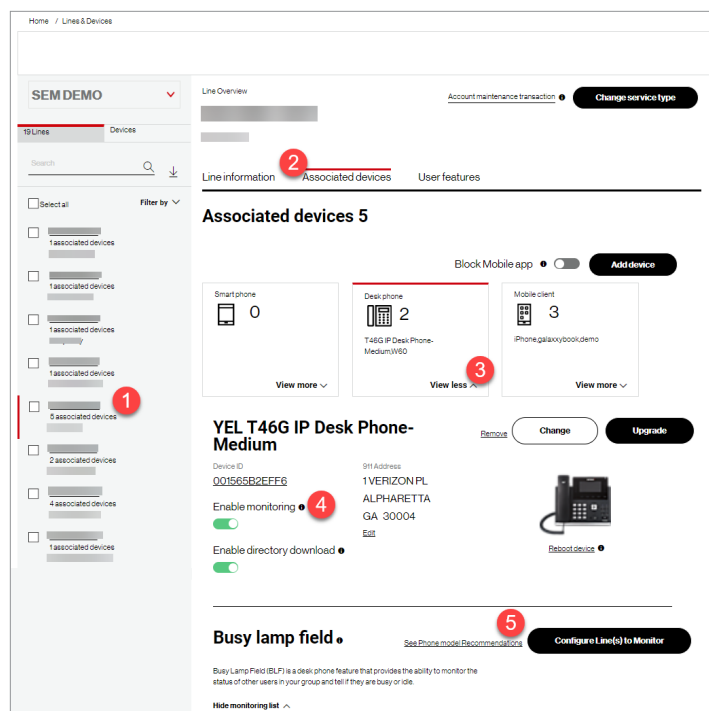
The Busy Lamp Field (BLF) allows One Talk desk phone users to monitor the status of other users in a defined group and to answer incoming calls for the monitored extensions. This feature allows a receptionist or administrative assistant to see whether a person is on the line, as well as his or her call status, and can be configured to pick up calls if that person is unable to answer.

The BLF feature is generally provisioned to a desk phone using an expansion module (EXP40). A single line represents the status of each monitored extension on the monitoring user's desk phone. To utilize this feature, you must have a compatible One Talk desk phone and access to the One Talk Portal. Multiple users can monitor the same extension and a maximum of 50 lines may be monitored.

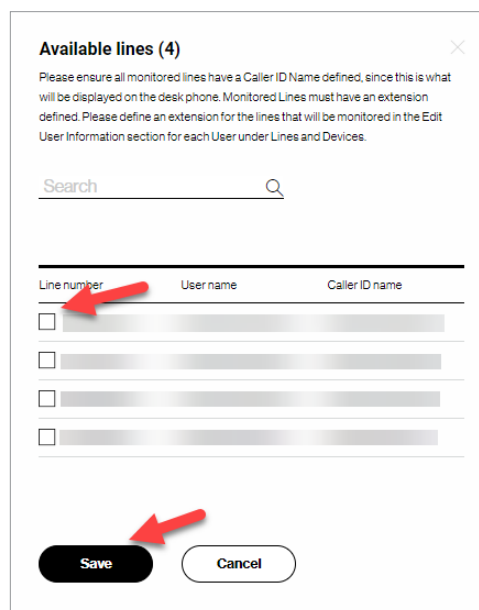
Before you begin, each monitored line must have the One Talk extension and caller ID name defined in the One Talk Portal.

**Note:** Network latency and network congestion can impact a user's BLF monitoring experience.

To start, click the > icon under Total Lines to access the Lines & Devices page.



1. On the Lines & Devices page, you can search for a phone number or username. Select a line to manage
2. Select the **Associated devices** tab for the line selected
3. Click **View more** on the Desk Phone tile to display more information
4. Toggle the **Enable monitoring** switch to the on position
5. Scroll down the page and click **Configure lines to monitor** in the Busy Lamp Field section.

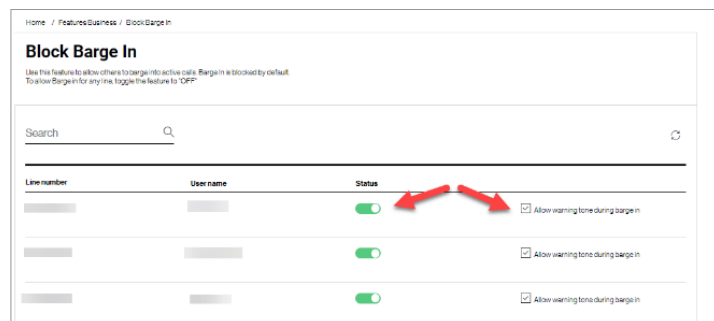


6. On the pop-up screen, select the user lines to be monitored followed by **Save** to complete selection
7. Once complete, you will see the list of user lines being monitored in the Busy Lamp Field section

### Block Barge-In feature

This feature allows other members of your business to barge into another user's active call. By default, this feature is disabled. Currently, only a user that has a status of disabled will be able to barge into a call for a user with a status of enabled. Also, a warning tone must be used. If the warning tone is disabled, the Barge-In function will not work.

1. Select **Manage features** under the I Want To section, select the **User Features** tab and then click **Block Barge-In**



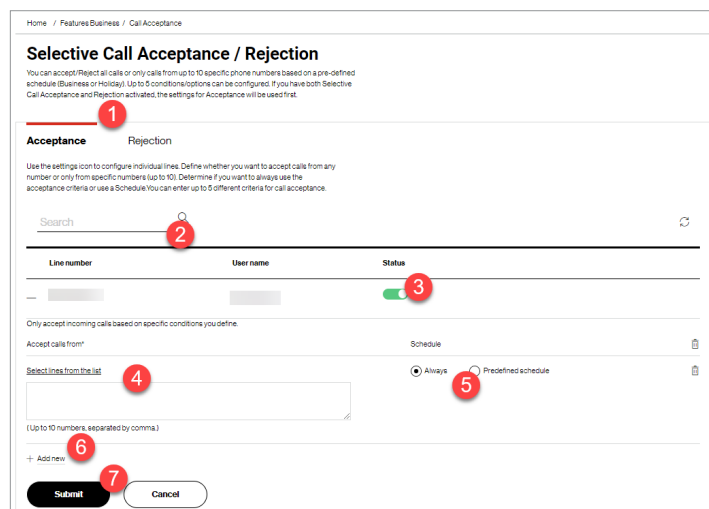
### Selective Call Acceptance/Rejection

This feature allows you to accept only specific calls based on conditions that you define, or to reject incoming calls based on predefined conditions you set. You can accept all calls or only calls from up to 10 specific phone numbers, based on a predefined schedule (business or holiday). Up to five conditions/options can be configured. If you have both Selective Call Acceptance and Rejection activated, the settings for Acceptance will be used first.

To start, select **Manage features** under the I Want To section, then select the **User Features** tab and click **Selective Call Acceptance/Rejection**.



1. Select the desired function for either Acceptance or Rejection
2. Search for and select the user line you want to enable

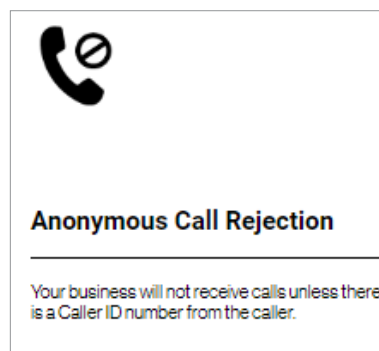


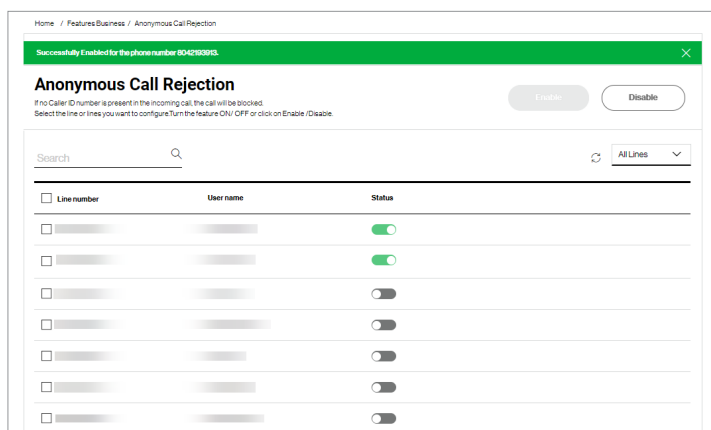
3. Toggle the switch to the On position (green) to enable
4. Enter desired phone numbers
5. Either choose Always or associate a schedule
6. If desired, add additional criteria (limit of five criteria)
7. Click **Submit** to save

### Anonymous Call Rejection

This feature will prevent calls with no caller ID number from ringing the user.

To enable, select **Manage features** under the I Want To section, then select the **User Features** tab and click **Anonymous Call Rejection**



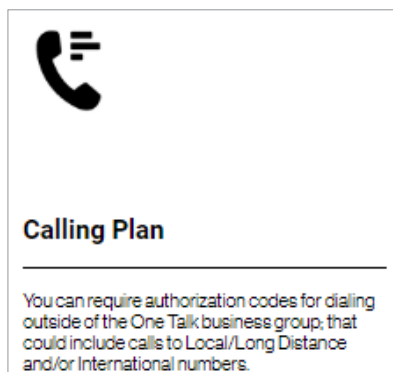


1. Select the user line you want to enable
2. Toggle status switch to On (green) to enable

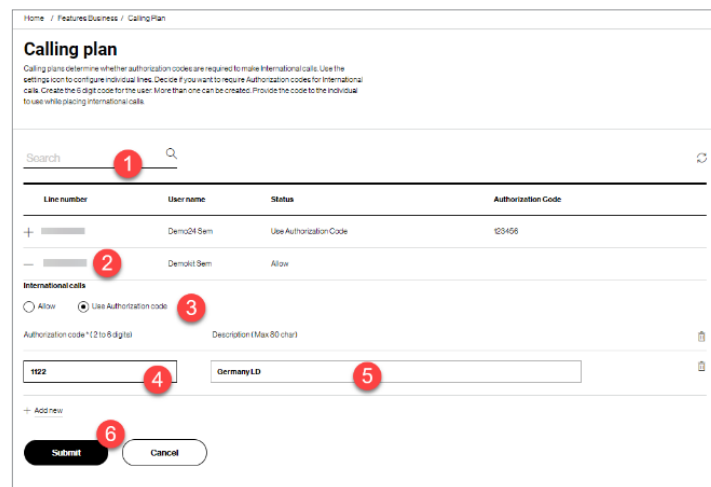
### Calling Plan

Your business can require a user to use an authorization code for placing international long distance calls.

To enable, select **Manage features** under the I Want To section, then select the **User Features** tab and click **Calling Plan**.



1. Search and select a user to enable

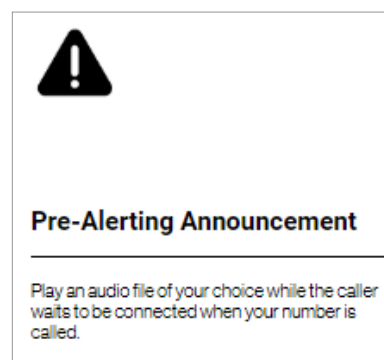


2. Click the + to expand view
3. Select **Use Authorization Code**
4. Enter a two- to six-digit code
5. Enter a description
6. Click **Submit** to save

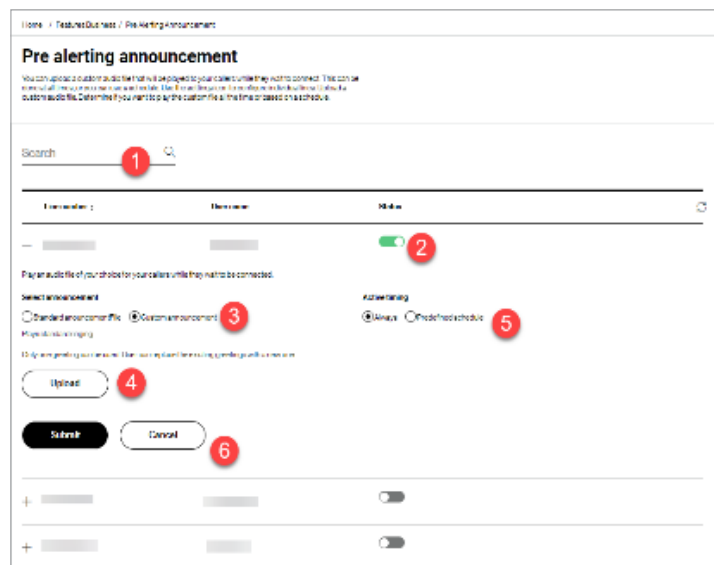
### Pre-alerting Announcement

This feature allows the business to play an audio file for the caller to hear prior to ringing the number called.

To enable, select **Manage features** under the I Want To section, then select the **User Features** tab and click **Pre-alerting Announcement**.



1. Search and select user to enable

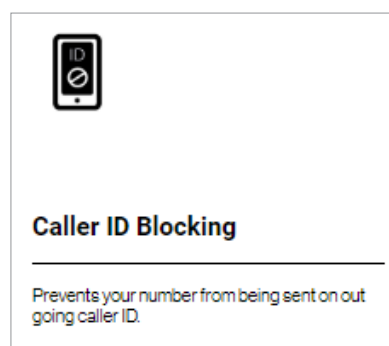


2. Toggle the switch for status to On (green) to enable
3. Select **Custom announcement**
4. Click **Upload** and select an audio file that meets the audio file requirements to be uploaded
5. Either select **Always** or set a schedule for when the audio file should be played
6. Click **Submit** to save

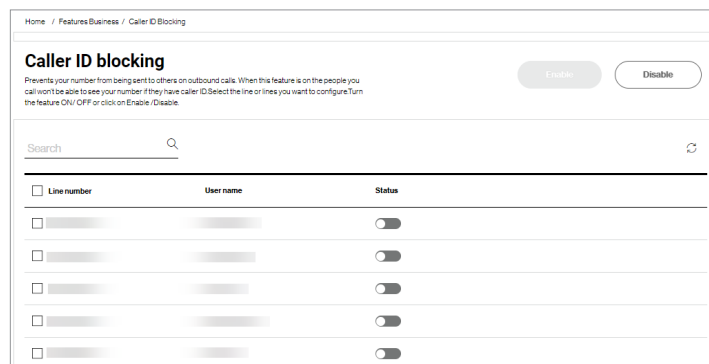
### Caller ID Blocking

Using this feature will prevent your number from being sent on outgoing caller ID.

To enable, select **Manage features** under the I Want To section, then select the **User Features** tab and click **Caller ID Blocking**.



1. Search for and select the user lines to enable
2. Toggle the status switch to On (green) to enable

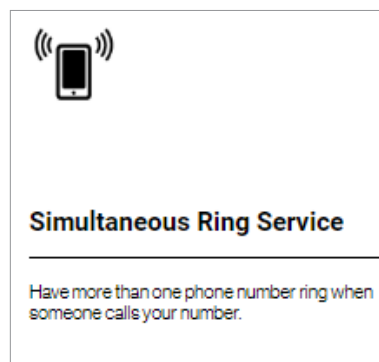


### Simultaneous Ring Service

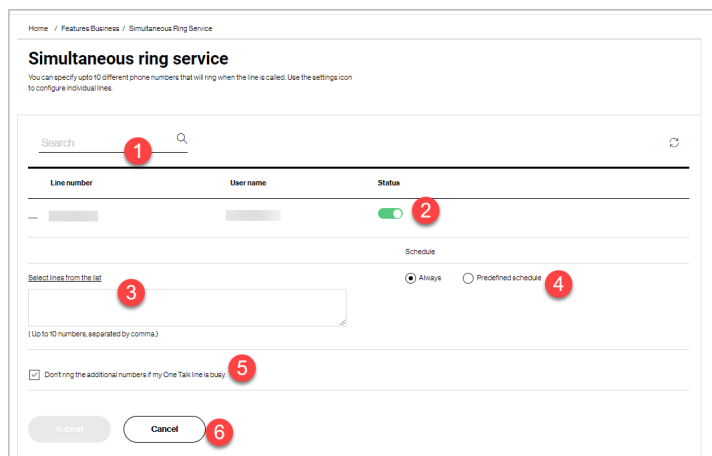
Using this feature, a user can have additional phone numbers ring when someone calls their One Talk phone number.

**Note:** When using this feature to ring other phone numbers, any features like Call Forwarding that are enabled on those phone numbers can impact how the call is directed and answered. For example, if one of the phone numbers selected to ring is associated with a cell phone that is currently turned off, the call would be forwarded directly to voicemail for that cell phone, which is the typical rule for call handling when a call rings a cell phone that is currently turned off.

To enable, select **Manage features** under the I Want To section, then select the **User Features** tab and click **Simultaneous Ring Service**.



1. Search for and select a user to enable

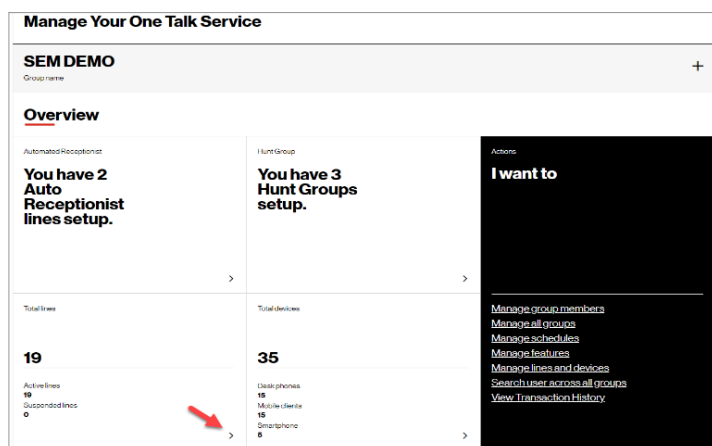


2. Toggle the status switch to On (green) to enable
3. Either select other One Talk numbers to ring or enter additional 10-digit phone numbers, followed by commas
4. Select a schedule option
5. Toggle to either not ring the additional numbers when the One Talk number isn't in use or always ring
6. Click **Submit** to save

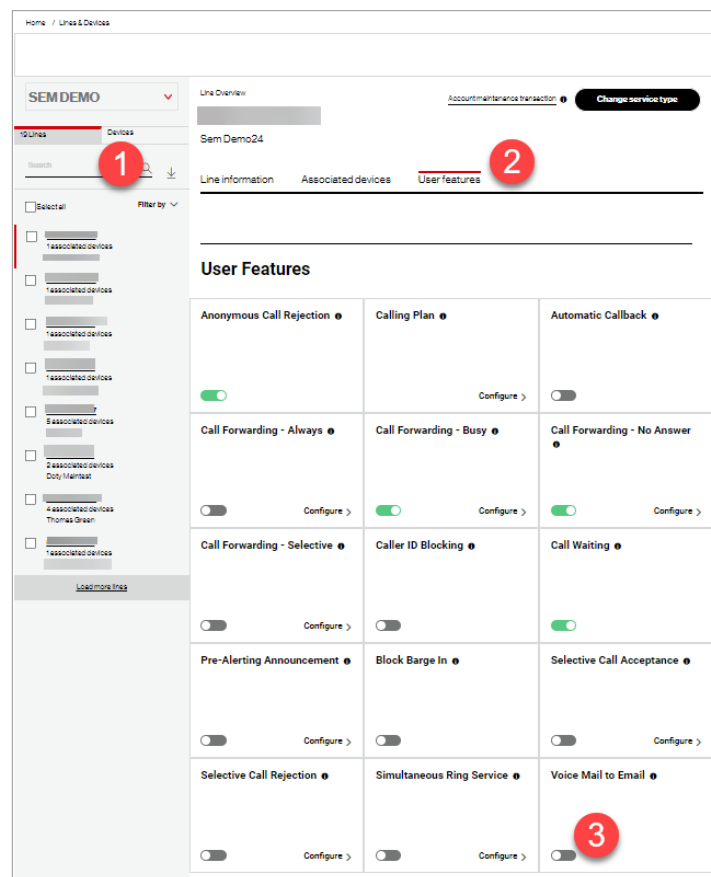
### Voicemail to Email

Users have the ability to enable Voicemail to Email for their One Talk service. By default, this feature is disabled. Once enabled, the service will attach a recorded voicemail message to an email that is sent to a designated email address. Subscribing to an enhanced voicemail option will provide a transcription of the message within the body of the email.

To enable, click the > icon under the Total Lines section, which will take you to the Lines & Devices page.



1. From the Lines & Devices page, search for and select the user you want to enable



2. Click the **User Features** tab
3. Toggle the status switch to On (green) to enable the feature
4. On the pop-up screen, enter up to two email addresses where you would like the voicemail recording to be emailed. By default, the primary email address is the end user's email address that was defined during end-user setup

### Desk phone Business Directory download

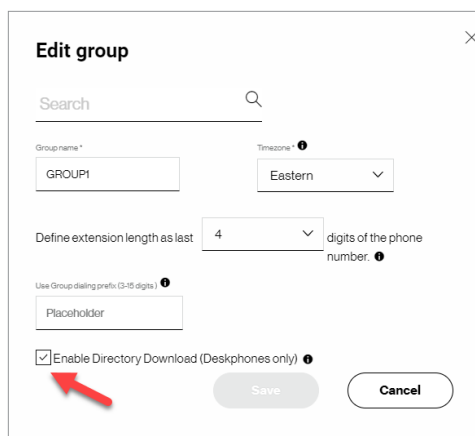
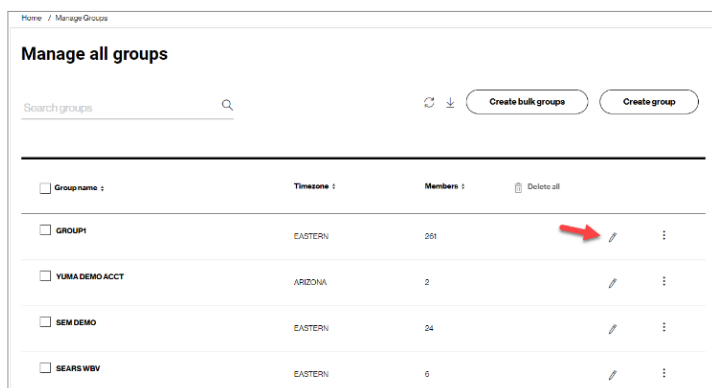
This feature, when enabled, pulls information from two different sources in the One Talk Portal and pushes it out to one or more desk phones in a given group.

The sources of information are the Set Up User Info section and the Virtual On-Net Extensions section.

From those two sections, the following data fields are extracted and pushed out to the desk phone(s) in the selected group:

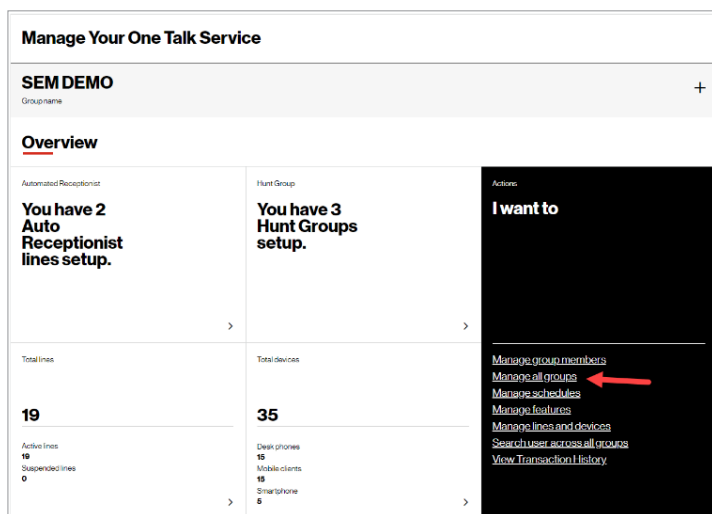
- Phone number
- First name
- Last name
- Extension





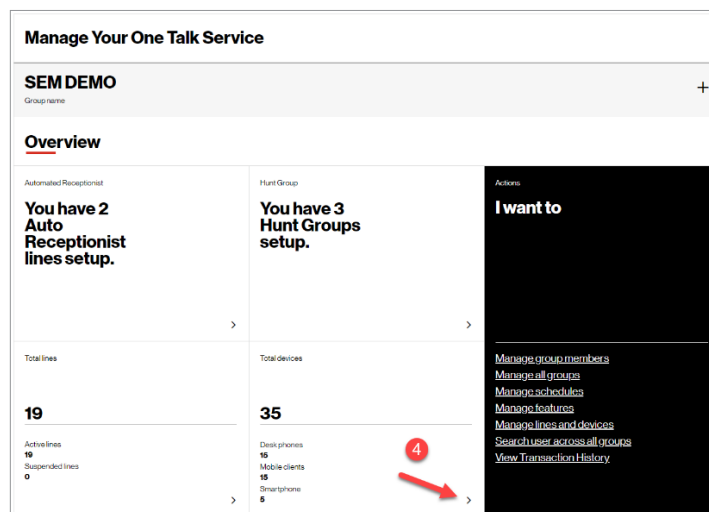
To enable the feature, perform the following steps:

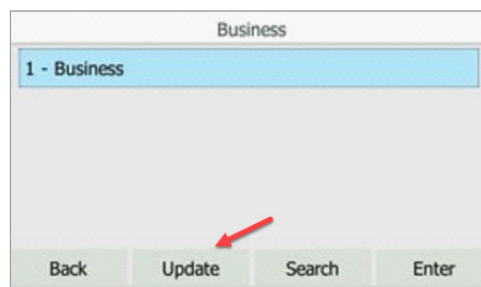
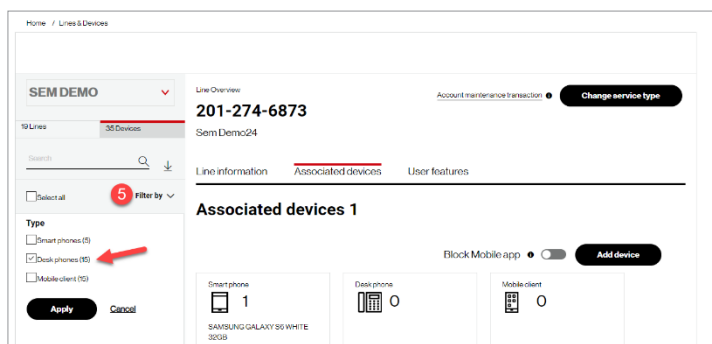
1. Enable the group for the feature by clicking the **Manage all groups** link under the I Want To section on the One Talk Overview page



2. Select a group to edit by clicking on the pencil icon
3. On the pop-up screen, click the **Enable Directory Download** selection box for the group

4. Next, click on the > icon under Total Devices on the Overview page, which will take you to the Lines & Devices page
5. Select **Filter by** and choose **Desk phone**. As a reminder, this feature is only available on the desk phone
6. Select the users to enable
7. Click the **I Want To** dropdown to reveal the available options
8. Click the **Enable Directory Download** link
9. On the pop-up screen, click the selection box to enable the feature, followed by **Submit**



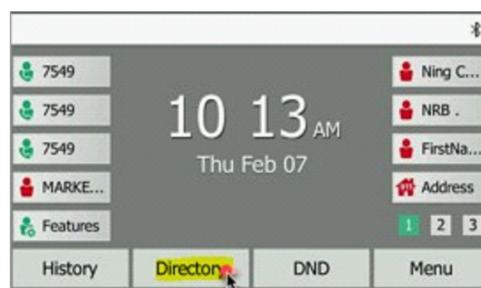


### Business Directory experience on the desk phone

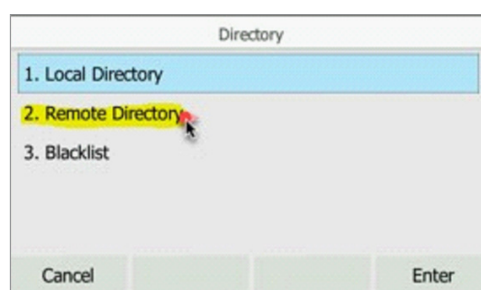
The desk phones, upon retrieval of the information from the One Talk Portal, will create a new Business Directory in each of the selected desk phones in the enabled group.

There are two ways a user can access the Business Directory (screens from a T46x are shown):

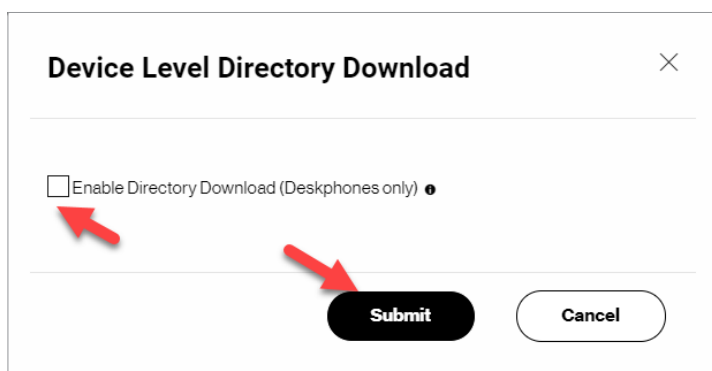
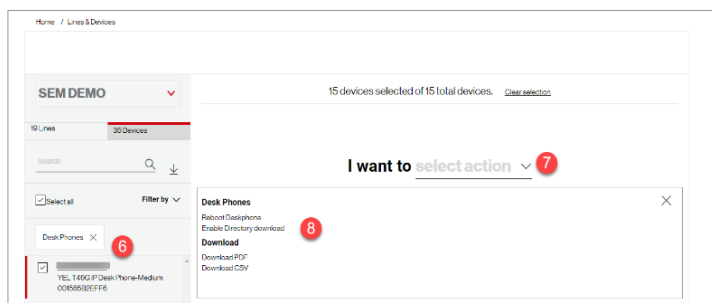
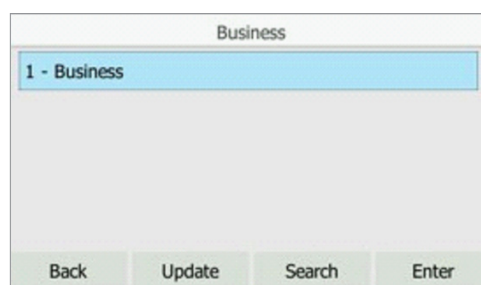
1. From the phone's main screen, click the **Directory** button



2. From the Directory screen, select **Remote Directory**



3. The next screen will show the Business Directory



Once you have performed the above steps, there are three ways the desk phones will receive information from the One Talk Portal:

1. The desk phone contacts the One Talk Portal once every night to check for new information and the updates it needs to download and present to the customer
2. The user can reboot the desk phone at any point in time after the above steps have been completed; whenever a desk phone reboots, the device contacts the One Talk Portal and retrieves any new information/updates in real time
3. The user can also retrieve new changes made in the Portal by pressing the **Update** button in the Business Directory screen

Things to know about the Business Directory:

- The Business Directory is a unidirectional push from the One Talk Portal down to the desk phone(s)
- The Business Directory is read-only; manual entries to it are not allowed
- All updates need to be made in either the Set Up User Info section or the Virtual On-Net Extensions user feature section
- If the administrator disables the feature in the Edit Group screen, all desk phones will lose the Business Directory
- When a line is moved from one group to another, the administrator will need to perform the line-level enablement explained earlier in this document to have the desk phone download the Business Directory of the new group

### Line Bridging feature – Boss/Admin function

Line Bridging allows the business to bridge a user's One Talk phone number to another One Talk user's desk phone. This allows that user the ability to answer incoming calls on the three line appearances for the other user, make outgoing calls on behalf of the other user and join an active call on one of that user's lines.

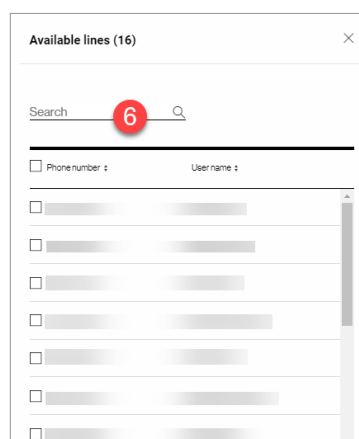
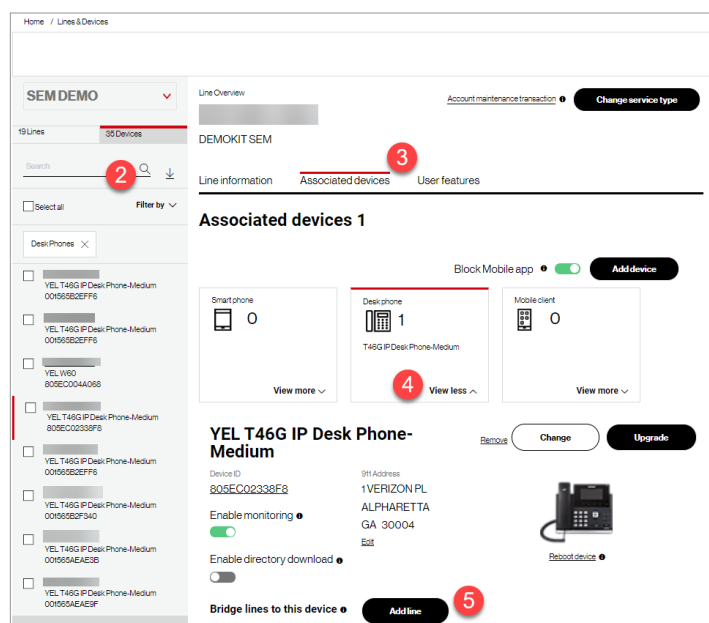
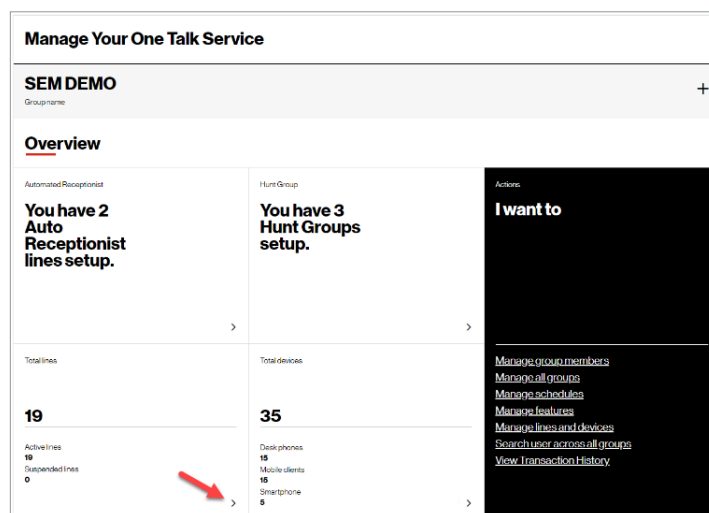
Things to know:

- Requires capable desk phone
- A maximum of 11 One Talk phone numbers can be bridged to a user's desk phone
- One Talk phone numbers can be assigned to a maximum of two desk phones. Bridging a user's phone number uses a desk phone assignment. If a One Talk phone number is already being shared on two desk phones, the phone number cannot be bridged to another desk phone

How to set up:

1. Click on the > icon under Total Lines on the One Talk Overview page
2. On the Lines & Devices page, select a user with a capable desk phone that is needing another user's One Talk phone number bridged to his or her device
3. Click the **Associated devices** tab
4. Click **View more** on the Desk Phone tile to expand the viewable information
5. Click the **Add line** button next to "Bridge lines to this device"
6. On the pop-up screen, select the phone number to be bridged. Only one phone number at a time can be bridged
7. Click **Save** to complete. A success message will be displayed

The user's phone will need to be rebooted in order to be updated with the changes made.

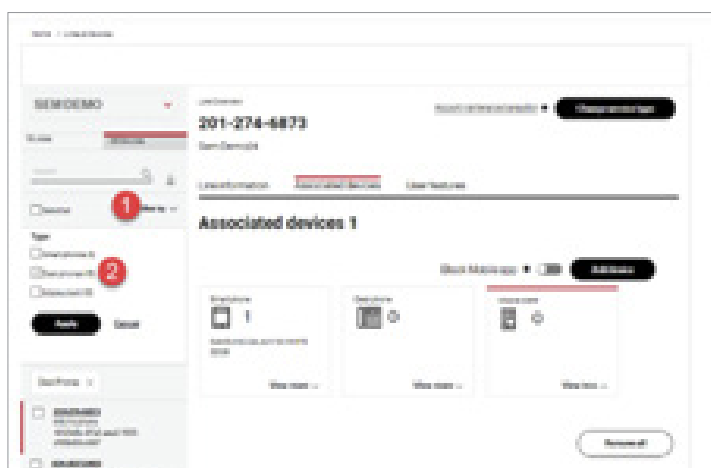


### Updating 911 address for desk phones

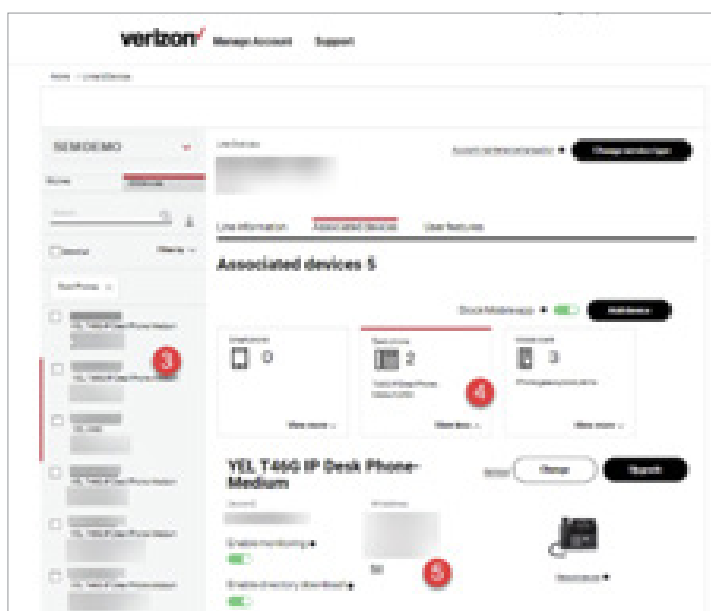
It is important to make sure the 911 address information is accurate so that the correct address information is transmitted when calling 911. Use the following step to edit the 911 address for a user's desk phone.

From the Overview page, click **Manage lines and devices** in the I Want To section.

1. On the device tab, click **Filter by**
2. Select to filter for desk phone. The 911 address for desk phones can only be edited in the One Talk portal



3. Search and select a user to edit
4. On the Associated devices tab, select **View more**
5. Click edit to make changes to the 911 address



6. Make the necessary changes on the pop-up screen
7. Press **Submit** to update



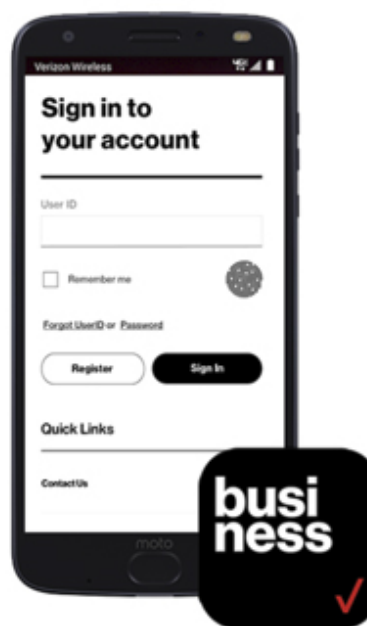
### My Verizon for Business app

You can perform most of the administrative tasks described in this guide through the One Talk section in the My Verizon for Business app.

The My Verizon my Business app allows you to configure all of the business features of One Talk and a select number of user features as well.

You can obtain the application here:

<https://www.verizonwireless.com/business/my-biz-mobile/>



## About One Talk

One Talk, together with its related devices, software and applications (“Service” or “One Talk”), is a business telephone solution that brings together the functions of desk phones and mobile devices (smartphones and tablets) into a unified system, with all devices sharing the same communication features (see [verizonwireless.com/support/one-talk-features/](https://www.verizonwireless.com/support/one-talk-features/) for a listing of features available with the service).

<http://www.onetalk.com>

## Technical support

For additional information, please visit the One Talk support website (<https://www.verizonwireless.com/support/one-talk/>), where you can find additional documentation and answers to the most frequently asked questions.

You can always reach our Customer Support line by dialing 800.922.0204