

# Let's talk One Talk.

Complete these simple steps to set up your One Talk service.



## Your One Talk checklist

Are you just getting started with One Talk<sup>SM</sup> and wondering what to do next? This handy checklist will help get your One Talk service up and running.

### Look for your Welcome Email.

We make it easy to get started:

- Immediately after a Verizon Wireless representative has placed a One Talk service request, your account manager will receive a Welcome Email from Verizon.
  - Note: One Talk is all self-service, managed by your account manager via the MyBusiness Portal.
- To check your line port status and date, dial **877.567.4899**.

### Log into the My Business portal.

Check out these resources to help you learn more about your One Talk service.

- View the “First Step” and “Get Started” videos for step-by-step and user processes. Go to [verizonwireless.com/support/one-talk-first-steps](http://verizonwireless.com/support/one-talk-first-steps).
- To access desk phone equipment Quick Install/Reference Start Guides, visit [verizonwireless.com/support/one-talk/#documentation](http://verizonwireless.com/support/one-talk/#documentation).
- Read our Terms and Conditions at [verizonwireless.com/support/one-talk-from-verizon-business-legal](http://verizonwireless.com/support/one-talk-from-verizon-business-legal).
- You can also access additional online resources at [verizonwireless.com/support/one-talk](http://verizonwireless.com/support/one-talk):
  - Instruction guides
  - Frequently asked questions
  - One Talk support

## Expect a follow-up call.

Your account manager will receive a call from a Verizon Wireless representative (**1.800.922.0204**) within 24 to 72 hours to review activating and managing One Talk via the My Business portal. During your call with the representative, you will discuss:

- Self-service materials.
- Order equipment status.
- Number porting status.
- My Business access and general service setup.
- Also note:
  - If you ordered any One Talk–related desk phones, you will receive your shipment within 72 hours.
  - You may contact Compucom Tech-Zone (**1.844.230.1343**) or online at [www.tech-zone.com/one-talk](http://www.tech-zone.com/one-talk) for any inside wiring or desk phone installation.

## Learn about your equipment and features.

Once connected, the One Talk equipment is auto-provisioned. Supporting materials for the following features are available online:

- One Talk Dialer
- One Talk Mobile App
- One Talk Desk Phone
- Auto Receptionist
- Hunt Group

## Get technical help and support.

If you need additional support, please contact our Customer Care Support Team.

- Dial **800.922.0204**.
- Enter one of your One Talk mobile telephone numbers.
- Press 1 to select Technical Support.