

One Talk for iOS quick guide

One TalkSM allows your office phone and mobile devices to work together with one number, so opportunity can find you—whether you're at the office or on the go.



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Welcome to One Talk for iOS.

Juggling multiple phone numbers and devices all day can get tricky. You don't want to worry about missing a business call at your desk when you're out of the office with a customer or at your kid's school play.

These concerns disappear with the One Talk iOS mobile app. You get a single phone number that works with several different devices. Just share your One Talk number across your desk phone, your iPhone® and your iPad® tablet. You can customize One Talk so that an incoming call or message rings on one or all devices at the same time. So, whether you're at the office or on the go, you'll never have to miss an important call, text or message.

Key features available on the One Talk mobile app

- Central location for managing calls, messages and directory
- 6-Way Conference Calling
- Anonymous Call Rejection
- Call Forwarding with Busy and No Answer options
- Call Move from one device to another
- Video calling

Prerequisites and usage

Users

The One Talk iOS mobile app is available on any Verizon business account in the domestic U.S. Users must be preauthorized or issued a Verizon One Talk telephone line by their business.

The One Talk number can be added to as many as five different mobile devices using the One Talk mobile app.

Operating system


The iPhone and iPad versions of the One Talk mobile app require iOS 9.0 or higher.

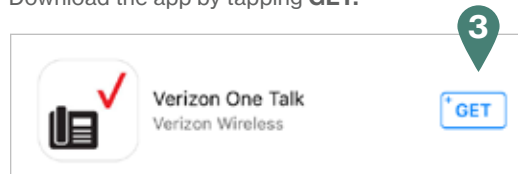
Networks

The One Talk mobile app can be used on smartphones and tablets (Android™ 5.0 or higher) from any U.S. carrier, but a monthly subscription to the One Talk service is required. When using the One Talk mobile app on your wireless carrier's network, voice and video calls consume data, which will apply against any applicable allowances under your wireless carrier's data plan. As an alternative, voice and video calls can also be made or received over Wi-Fi when connected to a Wi-Fi network with broadband internet. Please configure your device's settings for your preferred connection.

Getting started

Download and install the One Talk mobile app.

1. Visit the Apple® App Store® by tapping on the App Store icon  on your iPhone.
2. Search for One Talk.
3. Download the app by tapping **GET**.



4. Install the app by tapping **INSTALL** and following the instructions.



Allow the One Talk mobile app to access your device.

1. Launch the One Talk app.
2. Tap the **Get Started** button.
3. For the best user experience, accept all app and access permissions, including **Contacts** and **Notifications**, by choosing **OK**.

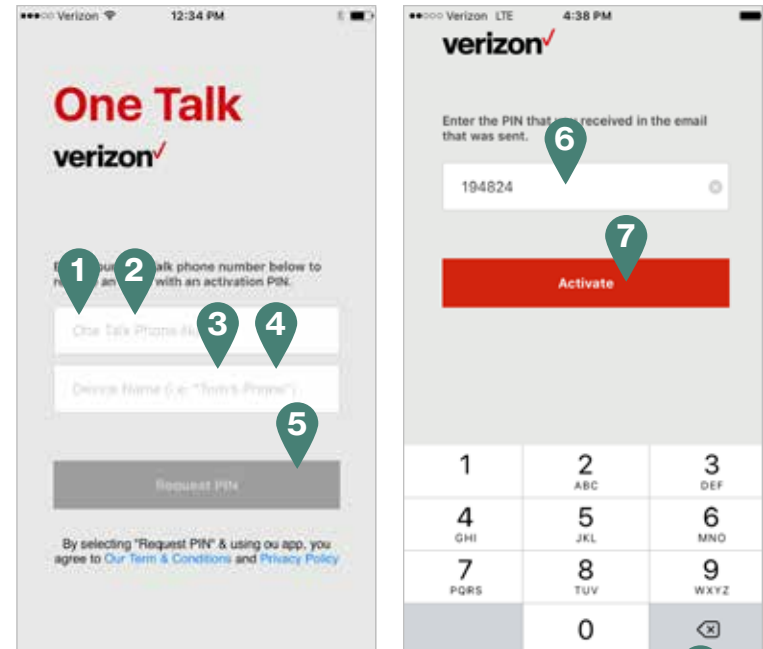


4. Tap the **One Talk Phone Number** input field.
5. Enter your One Talk phone number.
6. Tap **Device Name** input field.
7. Enter a name for your device.

Request and obtain a PIN.

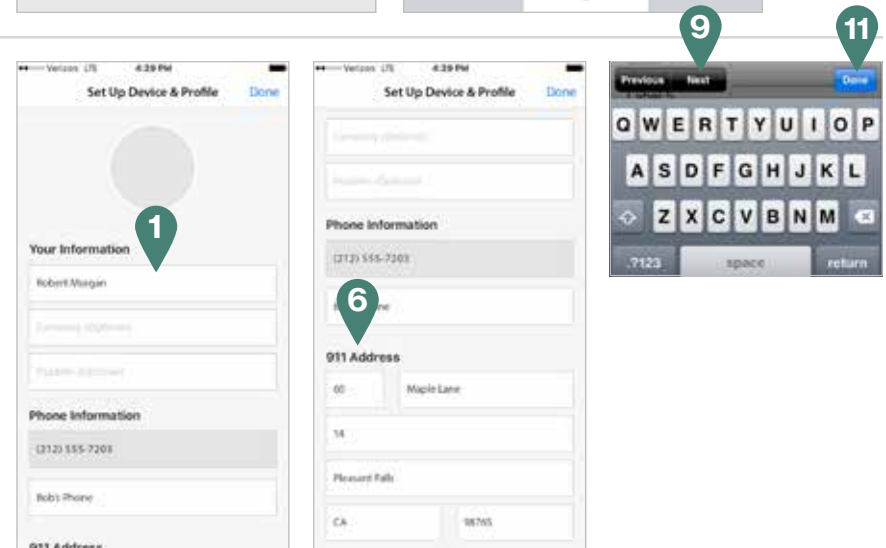
1. Tap the **One Talk Phone Number** input field.
2. Enter your One Talk phone number.
3. Tap **Device Name** input field.
4. Enter a name for your device.
5. Tap **Request PIN**.
6. Check your email for your activation PIN.* Use the email account that your One Talk administrator used when setting up your Verizon One Talk business account.
7. Enter your **PIN** in the input field and tap **Activate**.

* Your company's One Talk administrator must ensure that you have a valid email address in your Verizon My Business account.



Set up your device and profile.

1. Select the **Name** input field and enter your name.
2. (Optional) Select the **Next** button above the keyboard.
3. (Optional) Input your **company name** in this field.
4. (Optional) Select the **Next** button above the keyboard.
5. (Optional) Input your **company position**.
6. Scroll down to the **911 Address** fields.
7. Select the **Street #** input field.
8. Enter the address where you want to receive emergency services.
9. Enter information in the input fields and select the **Next** button after you are finished with each field.
10. Select the **Done** button just above the keyboard, on the right.
11. Select the **Done** button in the top right corner of the screen.
12. If the address is not exactly matched with one in the system, you will be prompted to select an address that is in the database. Select the correct address.



Set up your preferences.

The main menu shown below is where you set all of your call and message preferences. Tap **Menu** in the top left corner of the home screen to access the main menu.

Call settings

The following settings are handled by your iOS device **Settings**, not by the One Talk app:

Ring tones

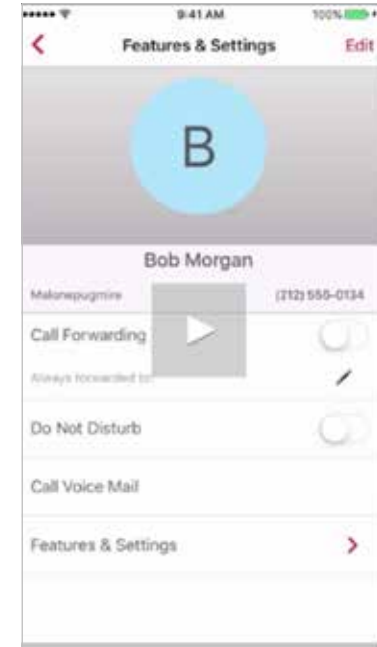
Dialpad tones

Feature settings

Anonymous Call Rejection (see Advanced One Talk calling features section, page 13)

Call Forwarding (see Advanced One Talk calling features section, page 13)

Do Not Disturb (see Advanced One Talk calling features section, page 14)



Set up Voice Mail.

1. Launch the One Talk mobile app.
2. Tap **Menu** in the upper left corner.
3. Tap **Call Voice Mail**.
4. Follow the voice prompts to:
 - Set up your password.
 - Set up your voice signature (recording of your name).
 - Select your preferred greeting.

For more information on basic Voice Mail, visit:
<https://www.verizonwireless.com/support/voice-mail-faqs/>



Using the One Talk for iOS Mobile App

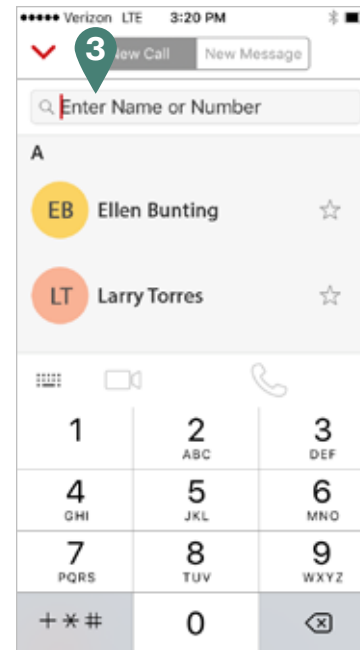
Basic voice calling

Making outgoing calls


From the dialpad

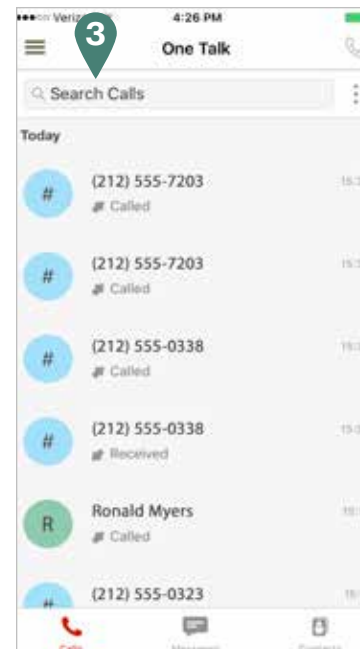
To place a call to another phone number:

1. Launch the One Talk mobile app and tap the **Calls** tab if it is not already selected.
2. Tap the  **dialer** icon button in the top right corner.
3. Dial the number you want to reach using the dialpad at the bottom of the screen.
4. Tap the green  **phone** icon to initiate the call.






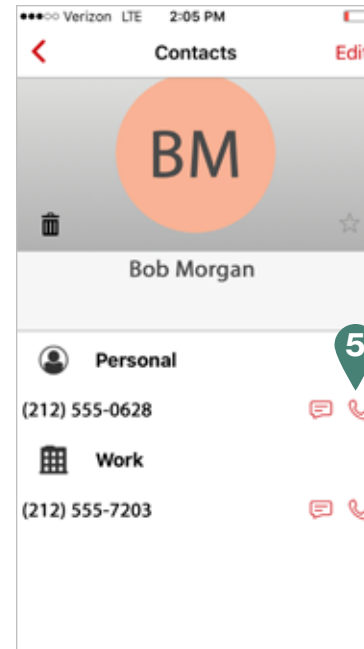
From your call history

1. Launch the One Talk mobile app.
2. Tap the **Calls** tab if it is not selected.
3. Tap the **Search Calls** field.
4. Enter the name or telephone number of a person or select from the Call History list.
5. To enter a name, tap the **entry** box and use the  keyboard to type the name. The Autocomplete feature of the app will display search result in red text.
6. Tap the name of the contact to call.





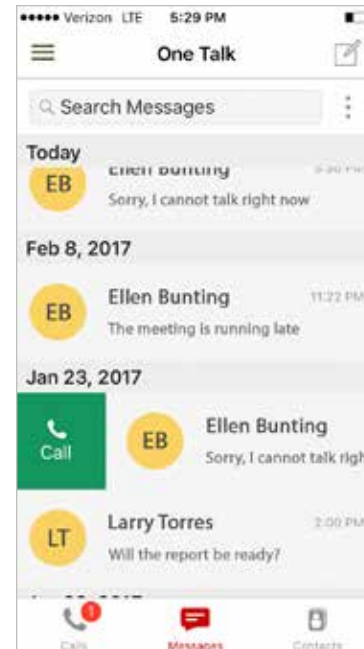
From your contact list

1. Launch the One Talk mobile app.
2. Tap  **Contacts** in the bottom right of the screen.
3. To find the contact name you want to call, scroll through contact list or type a contact name in the  **Search** field.
4. Tap the desired contact name or select the contact number.
5. Tap the  red-outlined **phone** icon to the right of the number you wish to call.



From a message conversation

1. Open the One Talk app.
2. Tap the  **message** icon.
3. Select a message.
4. Toggle the message to the right, then tap  **Call**.




Receiving incoming calls

You have several options for responding to incoming calls, including answering the call, ignoring the call and messaging the caller.


Answer a call.

Tap  **Answer** in the bottom right side of your screen to answer the call.

Ignore a call.

Tap  **Ignore** on the bottom left of your screen. This will end the call on your mobile device. If the line is shared with other devices, the other devices will ring. If not, the caller will be forwarded to the One Talk Voice Mail system (if **Call Forwarding No Answer** is enabled).

Message the caller.

1. To send a short text message to the caller to say that you are unavailable, tap  at the bottom center of your screen to select from a list of preformatted responses, or write a custom response.
2. Scroll the list and tap the desired Quick Response for the caller. (Note: You can customize a one-time message by tapping + next to **Create New Response** and entering your text. Then tap **Done**.)
3. If the caller's device is capable of receiving SMS text messages, that user will receive your text and be forwarded to the One Talk Voice Mail system. If not, the user will be forwarded to Voice Mail only.





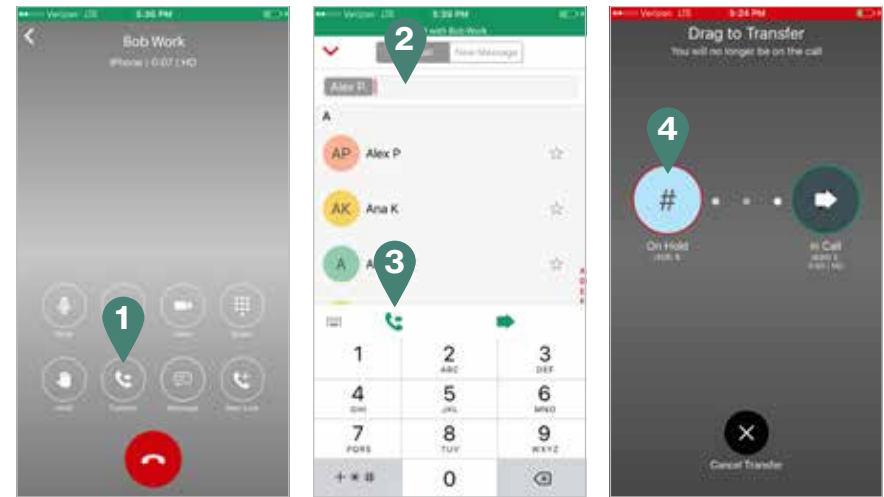
Transferring calls

You may transfer an active call to any other phone number you choose, regardless of service provider (it does not have to be a One Talk number). There are two transfer options: **Consultative Transfer**, where you have an opportunity to speak with the caller before transferring, and **Direct Transfer**, where the current active call is immediately transferred.

Consultative Transfer



Consultative Transfer enables you to speak to the second caller to announce the transfer before connecting them with the original caller.

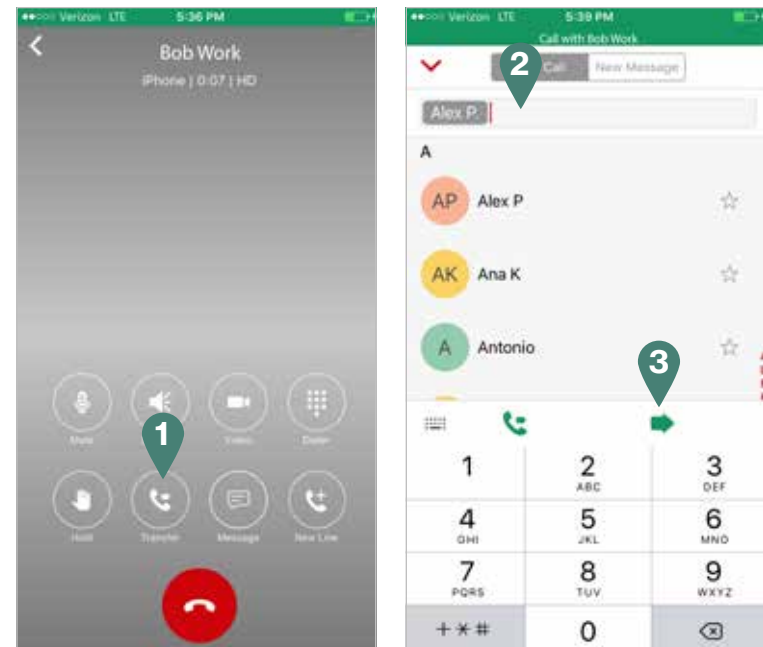
1. While on a call, tap  **Transfer**. The first caller is placed on hold.
2. Dial the number or select a contact to whom you want to transfer the call. Calls can be transferred to One Talk and non-One Talk numbers.
3. Tap  **Consultative Transfer**. The second call will be initiated. When the caller answers, advise them of the transfer.
4. Drag the on-hold call bubble onto the receiving line to complete the transfer.




Direct Transfer

Direct Transfer enables you to immediately transfer an active call. This feature will make it appear that the incoming caller directly dialed the second caller.

1. While on a call, tap  **Transfer**. The first caller is placed on hold.
2. Dial the number or select the appropriate contact to whom you want to transfer the call. Calls can be transferred to One Talk and non-One Talk numbers.
3. Tap  **Direct Transfer**.



Putting a call on hold

To place an active call on hold, tap  **Hold** in the bottom left corner of your screen. The Hold icon will turn red to indicate that the caller has been placed on hold.


Moving a call

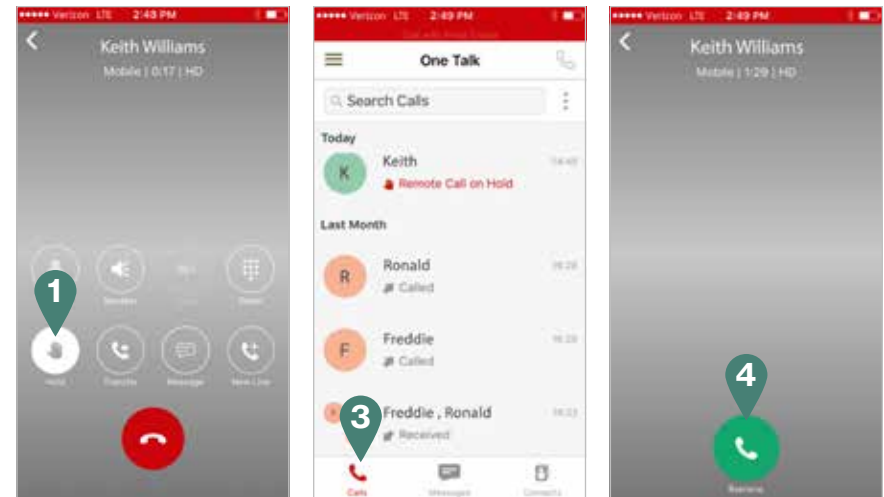
While on an active call on your One Talk number, you may move that call from your mobile device to another One Talk–enabled device that shares your number.

From mobile to desk phone

1. While on a call, tap the **Hold** button in the menu.
2. Pick up the desk phone handset and press the **Line** key button on the desk phone to continue the call.



From desk phone to mobile device

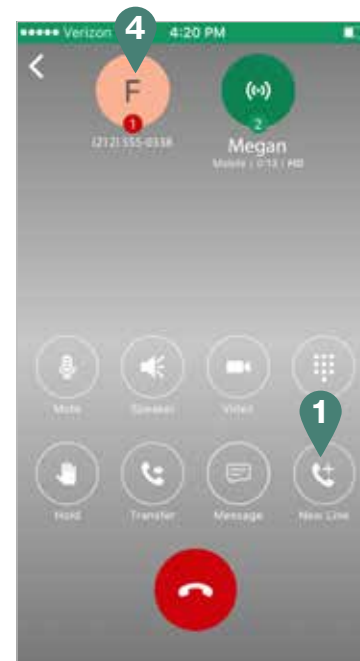
1. While on a call, place it on hold.
2. Open the iOS One Talk mobile app.
3. Press the  to see active calls and verify the line status.
4. Tap **Retrieve**.



Conference calling

One Talk 6-Way Conferencing enables you to have up to six parties in a single conference call. During an active call, follow these instructions to add and merge up to four more calls to your conference.

1. While on an active call, tap  **New Line** from the bottom of your screen.
2. Enter the number or select the contact you wish to add to the conference call.
3. Tap  to place the call.
4. When the new participant answers the call, inform the user that you are about to place him or her in a conference call. Then, drag the call on hold (red bubble) over the new caller (green bubble) to merge all callers into one conference call.
5. You can repeat this process until a maximum of six participants is reached.



Retrieving your Voice Mail messages

1. Launch the One Talk mobile app and tap **Menu** in the top left corner of your screen.
2. Tap **Call Voice Mail**. You can also access your Voice Mail by dialing *86 (*VM for Voice Mail may be easier to remember).
3. A voice prompt will ask you for your PIN. Tap **#** to open the dialpad and enter your PIN, followed by the # symbol, to retrieve your messages.

For more information on navigating Verizon One Talk Voice Mail features and options, visit:

https://www.verizonwireless.com/dam/support/pdf/VM_2.pdf

Video calling

You can place and receive video calls between any two video-capable devices over a 4G LTE or a Wi-Fi connection. For video over Wi-Fi, make sure you are connected to a Wi-Fi network by looking for the Wi-Fi icon at the top of your screen. Network settings are handled via the settings feature of your iOS device, not through the One Talk app.

Making a video call

1. Launch the One Talk mobile app and tap the **Calls** tab if it is not already selected.
2. Begin your call as you would a normal voice call, either through the dialer, your contact list or your call or message history.
3. Press **Video** to add video to your call.

Note: One Talk automatically detects if the device you are calling is video-enabled. If the video button is gray, then video calling is not an option.



Switching from a video to a voice call

At any time during an active video call, you can switch back to a voice call by tapping **Stop**.

Advanced One Talk calling features

Anonymous Call Rejection

This feature blocks calls coming from an unidentified source showing no caller ID information.

1. To enable the feature, slide the toggle to the right so that it shows green. 
2. To disable the feature, slide the toggle to the left so that it shows white. 



Call Forwarding

One Talk has five different settings for forwarding calls to another line. Three forwarding options are available within the One Talk mobile app. The two more advanced options are configurable only within the One Talk Admin Portal and User Portal.

Mobile app forwarding options:

- **Call Forwarding Always** forwards all incoming calls to another line of your choosing.
- **Call Forwarding Busy** forwards incoming calls only when your line is busy.
- **Call Forwarding No Answer** reroutes incoming calls if you don't answer after five rings.

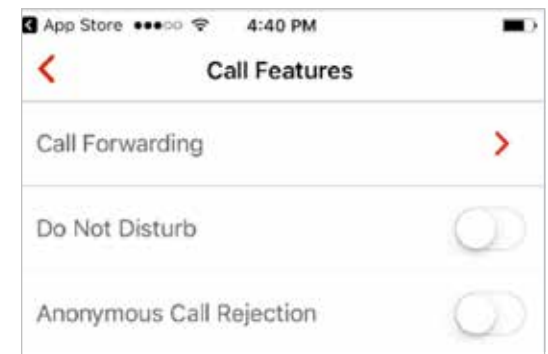
About Group Call Forwarding and Selective Call Forwarding

- **Group Call Forwarding*** enables your One Talk administrator to forward calls for multiple lines in a group to a different number, either all the time or based on a schedule. Group Call Forwarding is configured in the **Admin portal**, but users can enable or disable the feature in the **My Business One Talk** user portal.
- **Selective Call Forwarding** allows the user or admin to make more advanced call-forwarding decisions based on predefined criteria.

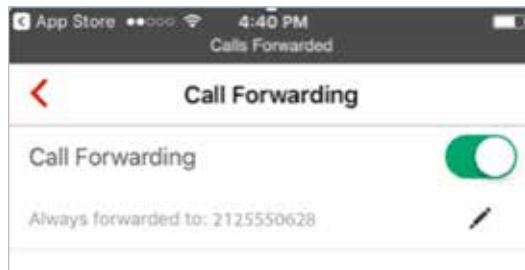
**If your admin enables Group Call Forwarding for a group that you have been assigned to, it will take precedence and override any call forwarding setting you make in the mobile app.*

Turn on Call Forwarding and set your Call Forwarding number.

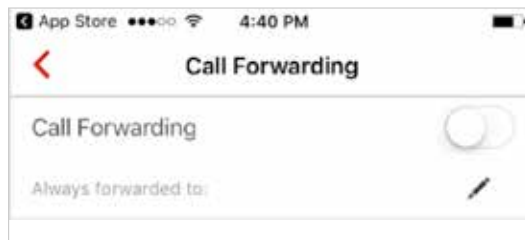
1. Launch the One Talk app.
2. Tap **Menu** in the top left corner.
3. Tap **Feature & Settings**.
4. Tap **Call Features**.
5. Tap **Call Forwarding**.



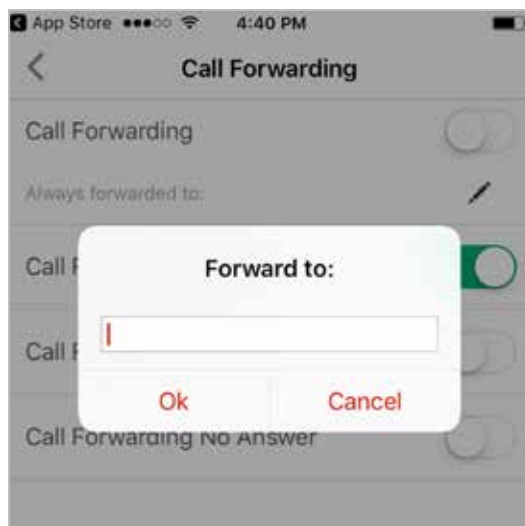
- Slide the **toggle** next to Call Forwarding to the right so that it shows green. This turns Call Forwarding on.



- Tap  to the right of **Always forwarded to.**





- Enter the phone number to which you want your calls to be forwarded and select **OK**.




Select or change your Call Forwarding preferences.

Only one Call Forwarding option can be applied on an incoming call. If more than one Call Forwarding option is enabled, the priority in applying will be: Group Forwarding, Selective, Always, Busy and No Answer.




To forward calls only when your business phone is busy, slide the toggle next to **Call Forwarding Busy** to the right so that it shows green. 

To forward calls only when there is no answer at your business number after five rings, slide the toggle next to **Call Forwarding No Answer** to the right so that it shows green. 

- To disable any feature, slide the toggle that is on to the left so that it shows white. 

Do Not Disturb


Use Do Not Disturb to silence calls, alerts and notifications that arrive while your device is locked.

- Launch the One Talk mobile app and tap  Menu on the home screen.
- Enable this feature by sliding the **Do Not Disturb** toggle to the right so that it shows green. 
- To disable the feature, slide the toggle to the left so that it shows white. 




Messaging

Messaging is an SMS text feature integrated into the One Talk mobile app. You can view, send, reply to and delete text messages just as you would in other applications.

Viewing a text message





- Launch the One Talk mobile app and tap the  **Messages** tab.
- The Messages tab displays all your recent text conversations. Scroll and tap to select a message to view.

Creating a text message

- Launch the One Talk mobile app and tap the  **Messages** tab.
- Tap the red  **message** icon in the bottom right corner of the screen. Tap the **New Message** icon in the upper right corner.
- Tap **Enter Name or Number** to enter the name or number of the individual to whom you wish to send a text. You may also use the contacts list or favorites.
- Tap the entry box next to the keypad icon to compose your message.
- When ready, tap  to send your message.

Contacts and address book


Adding a contact to your address book

1. Launch the One Talk mobile app and tap  **Contacts** in the lower right corner of your screen.
2. Tap  **Add Contact** in the upper right corner of your screen to open the **Add Contact** page.
3. Tap the **First name** input field and type the new contact's first name using the keypad.
4. Tap the **Last name** input field and type the new contact's last name using the keypad.
5. Tap  next to the phone number field. Use the dialpad to enter your contact's phone number. Assign the number to mobile, home or work, or customize the number type by tapping the number type to the right of the telephone number you just entered.
6. You may add more numbers by repeating steps 4 and 5, and assigning different number types.
7. To add email addresses, follow steps 4 to 6 above using the email input field.
8. To delete a phone number or email address, tap  next to the entry you wish to remove.

Importing contacts

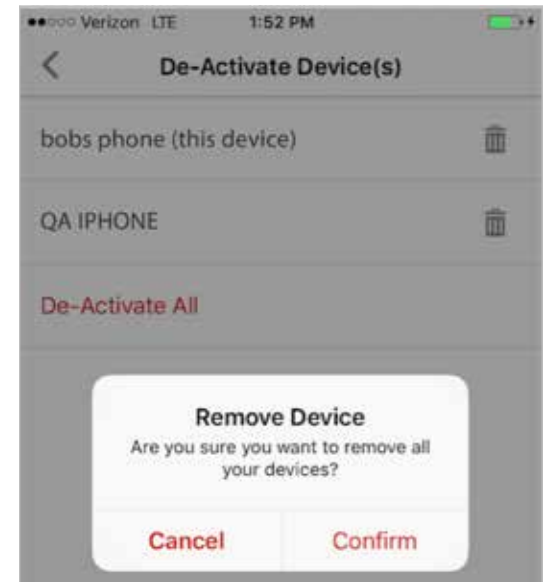
See your iOS device manual for importing account details.

Deactivate device(s).

1. Launch the One Talk mobile app.
2. Tap  **Menu** in upper left corner of your screen.
3. Tap **Features & Settings** at the bottom.
4. Tap **De-Activate Device(s)**.
5. Tap the description of the device(s) you wish to deactivate or select **De-Activate All** to deactivate all devices.



6. Remove the device(s) selected by tapping **Confirm**.



Change your 911 address.

1. Launch the One Talk mobile app.
2. Tap **≡ Menu** in the top left corner of your screen.
3. Tap **Features & Settings** at the bottom of the screen.
4. Tap **911 Address**.
5. Replace existing text in address boxes with new address information.
6. Tap **Done**.
7. Tap **Save** in the upper right corner of your screen.

Version and licensing information

Follow these instructions to check licensing information and the version number of your One Talk mobile app for iOS:

1. Launch the One Talk mobile app and tap **≡ Menu** in the top left corner of your screen.
2. Tap the **Feature & Settings** option on menu.
3. Tap **About**.
4. Tap **License** to display current app version and license information.

Share your number with Verizon One Talk desk phones.

One Talk for iOS is compatible with the following desk phones from Verizon:

- One Talk T41P IP Desk Phone, Basic
- One Talk T46G IP Desk Phone, Medium and T46GW IP Desk Phone, Medium Wi-Fi
- One Talk T49G IP Desk Phone, Executive Video
- One Talk CP680 Conference Phone

Learn more.

For more information, visit
www.onetalk.com