

OFFICE COMMUNICATIONS

# One Talk Portal Training

# Changing a Username

## from One Talk Home

1. Select Manage Lines and Devices
2. Select the line you wish to edit, from the available lines on the right side
3. Select Line Information
4. Select Edit

The screenshot shows the Verizon Manage Account interface. At the top, the Verizon logo is followed by 'Manage Account' and 'Support' links. The user is logged in as 'Jack Smith'. The main content area is titled 'Home / Lines & Devices'. On the left, there's a sidebar for 'ABC123COMPAN' with '22 Lines' and '33 Devices' tabs. A search bar and a 'Filter by' dropdown are present. A list of lines is shown, with the line '555.555.4321' (YEL Yealink-T41S SMITHJACK) highlighted. On the right, the 'Line Overview' for '555.555.4321' is displayed, showing the name 'SMITH JACK'. Below this, there are tabs for 'Line information', 'Associated devices', and 'User features'. The 'Associated devices' tab is active, showing 'Associated devices 2'. There are three categories of devices: 'Smart phone' (1), 'Desk phone' (1), and 'Mobile client' (0). The 'Smart phone' category shows 'IPHONE 11 PRO MAX GRAY'. The 'Desk phone' category shows 'Yealink-T41S'. There are buttons for 'Change service type', 'Block Mobile app', and 'Add device'.

# Adding a User to a Hunt Group

from One Talk Home

1. Select View/Manage Hunt Groups
2. Select the Hunt Group you wish to edit
3. To add-Select Add Lines on the bottom right of the page, which will allow you to add any line not already in the group
4. To remove click the box next to any of the existing lines in the group, followed by the trash can icon

The screenshot shows a web browser window with the URL <https://v4b.verizonwireless.com/volte/secure/index#>. The page title is "Hunt group Hiking". Below the title is a description: "Incoming calls to the hunt group line will ring a group of numbers. There are four calling sequences to choose from to best fit your business needs. Enter the Name, the Calling ID Name and the Time Zone of the Hunt Group." There are "Save" and "Cancel" buttons in the top right corner.

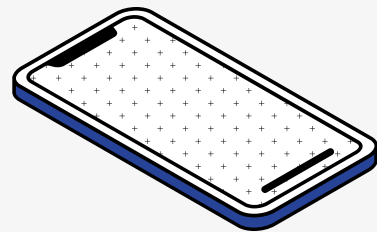
The "Settings" section includes:

- "Advance to next number" dropdown menu set to "After 7 Rings".
- A toggle switch for "If someone is busy, use call waiting first and then advance to the next number" which is currently turned off.
- A question: "Where do you want to forward calls if no one answers, everyone is busy, or the defined time limit has passed?"
- Fields for "Enter Seconds\*" (30 seconds), "Call forward number\*" (555-555-6789), and a "Forward direct to voice mail" toggle switch (turned off).
- A link: "Select a line from the list".

The "Selected lines" section has a search bar and a list of lines. At the bottom right, there is a "Add line" button highlighted with a yellow circle, and navigation controls for "Move down" and "Move up".

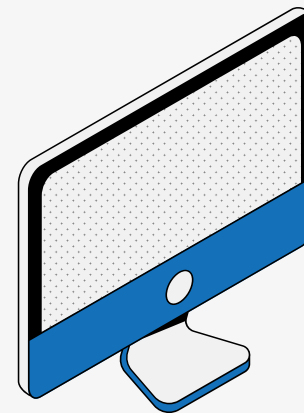
# One Talk Support

resources



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