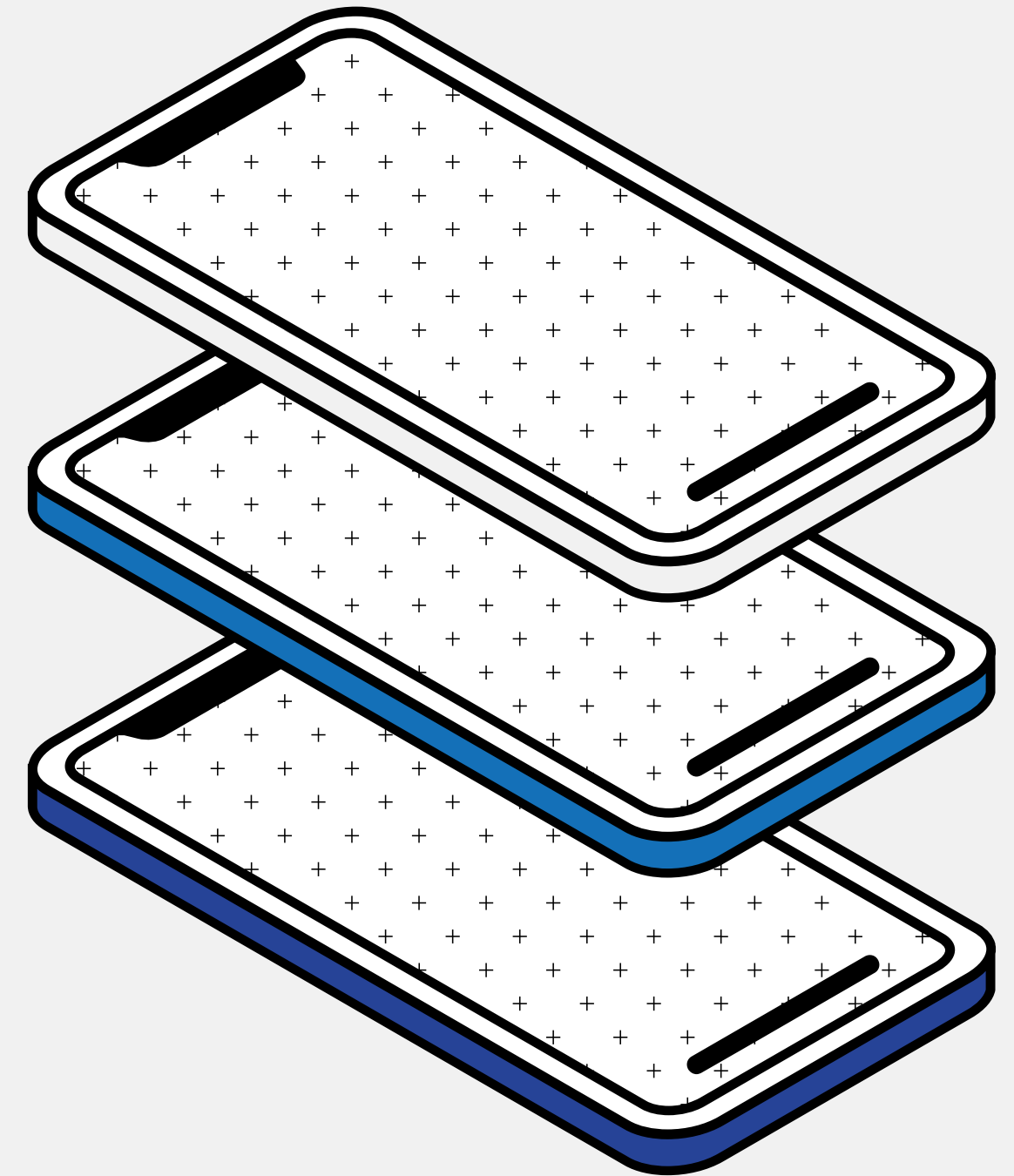


OFFICE COMMUNICATIONS

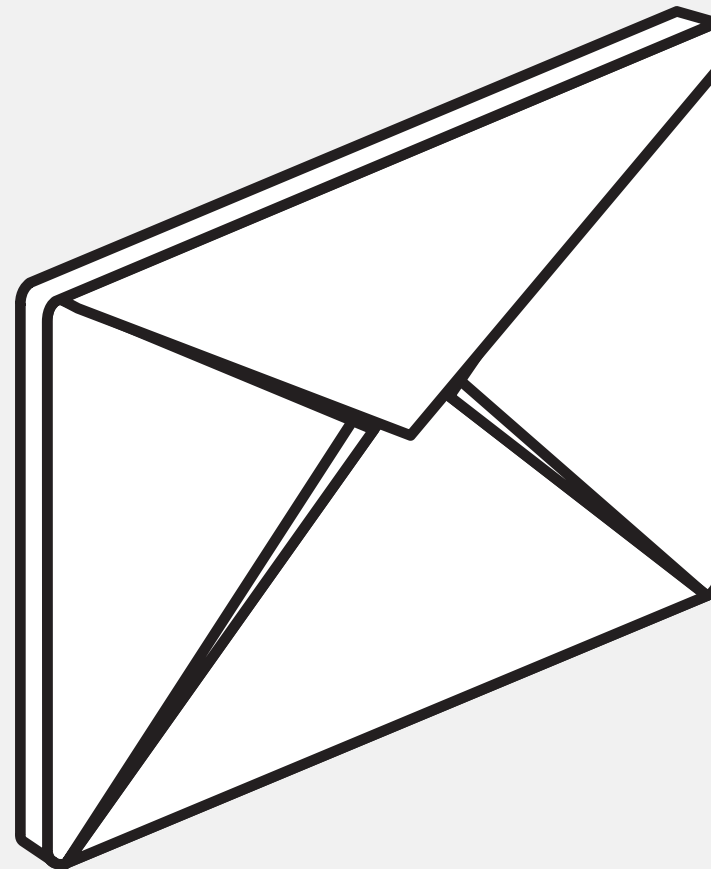
# One Talk Phone Training



# Accessing Voicemail

Set up and check your voicemail on your deskphone or app

**\*86**



Press the Message Key on the phone

or call out to \*86 and follow the prompts to set up your voicemail greeting and passcode.

Use the Message key or \*86 to check voicemail box once it's been set up.

# Setting up the One Talk App

Download the Verizon One Talk app

Enter your direct One Talk number

Retrieve the PIN code from your email

1:50

one talk

✓

Enter your One Talk phone number below to receive an email with an activation PIN.

555-555-4321

Jack Smith

Request PIN

By selecting "Request PIN" & using our app, you agree to our [Terms & Conditions](#) and [Privacy Policy](#)

# Direct Transfer

1. Hit Transfer
2. Type in extension (or find the person in your directory, or BLF list)
3. Hit Direct (only necessary if extension is entered manually)



# Consult Transfer

- 1.Hit Transfer
- 2.Type in Extension
- 3.Hit Consult (at this point the phone of the intended party will ring, and when they answer they will only be connected to you, with the outside party being placed on hold)
- 4.Hit Transfer (connects the outside party with the intended party of the transfer)



# Transfer to Voicemail \*55

Sends calls directly to the voicemail of the extension you are transferring to

- 1.Hit Transfer
- 2.Enter \*\*55, followed by party's ext
- 3.Hit Direct



# Call Park

A parked call will sit on the line of the intended party, giving them the option to retrieve it. If they decline to retrieve the call, or just ignore it, it will bounce back to the original party after 45 seconds.

1. Select More > Call Park
2. Type in your party's extension
3. Hit #



# BLF

## Busy Lamp Field

BLF is an optional feature that allows each user monitor any/all other extensions they wish to monitor.

A speed dial option for each extension you are monitoring will appear on your phone, with a monitoring light beside each name.

You also have a "direct pickup" option that allows you to directly answer calls intended for any extension you are monitoring.

Very valuable for those who distribute the majority of the calls.





# Forward your calls

To call forward your individual One Talk line-

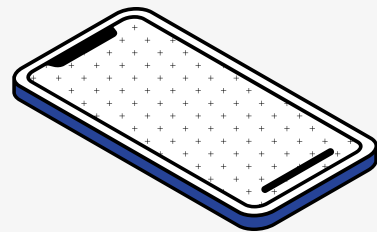
**\*\*72**

Press \*\*72, followed by the forwarding number

Then press Send

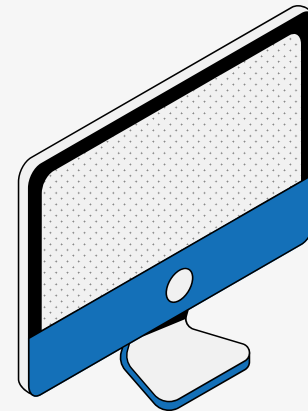
# One Talk Support

resources



**Verizon Support**

24/7  
(800) 757-0699



**Interactive Simulator  
Tutorials**

[click here](#)



**Office Comm Support**

support@officecommunications.net  
956-310-1439

[book a call](#)