

# One Talk Phone Quick Guide



Item	Description
1 LCD screen	Displays info about calls, messages, soft keys, time, date and other relevant data, such as: <ul style="list-style-type: none"> <li>• Caller ID</li> <li>• Call duration</li> <li>• Icons</li> <li>• Missed call and second incoming caller information</li> <li>• Prompt text</li> </ul>
2 Power indicator LED	Indicates the status of phone power and some phone features (such as whether they are on or off)
3 Line keys	Can be programmed to activate up to three accounts and have phone features assigned to them
Mute key	Toggles to indicate whether a feature is muted or not
Headset key	Toggles to indicate whether the phone is in headset mode or not
Message key	Accesses your voicemail messages
Redial key	Redials a previously dialed number
Item	Description
5 Speakerphone key	Toggles unit into hands-free speakerphone mode
6 Volume key	Adjusts the volume of the handset, headset, speaker and ringer
7 Keypad	Provides the digits, letters and special characters in context-sensitive applications
8	Allows you to scroll through the displayed information
	Confirms actions or answers incoming calls
	Cancels actions or rejects incoming calls
9 Soft keys	Can be customized as shortcuts to specific features

## Voice Mail setup

- Press the message key on the phone console (Looks like an envelope).
- Select your preferred language
- Create a four-digit passcode
- At the voice prompt, record your name Select a greeting, either personalized or standard

## Basic call features

### Make outgoing calls.

From the handset:

- Pick up the handset, enter the phone number, and press the Send soft key.

Using the speakerphone:

- With the handset on-hook, press Speaker Button, enter the number and press the Send soft key.

From your Call History:

- Press the History soft key
- Press or to switch between All, Placed, Received, Missed and Forwarded call lists
- Press or to select the desired entry
- Press the Send soft key

### Receive incoming calls.

When not already on a call:

- Using the handset: Pick up the handset
- Using the speakerphone: Press Speaker Phone Button

While on a call or the line is otherwise in use:

- Press the corresponding incoming line key to answer the call.
- Alternatively, press Hold to place the current call on hold, then press Answer to pick up the incoming

### Manage multiple lines.

The telephone number assigned to your desk phone gives you three different lines you can use to place and receive calls. Each line is represented by a line key with your One Talk number. You can use these lines to simultaneously hold three separate conversations or conference in up to six participants. To move between the lines, place the current one on hold and press the desired line.

## Placing a Call on Hold and Resuming It

### Hold a call.

- Press the Hold soft key during a live call.

### Resume a call.

- If there is only one call on hold, press the Resume soft key.
- If there is more than one call on hold, press the up or down arrow to select the desired call, then press the Resume soft key.

## Transferring Calls

### Consultative Transfer

While on a call:

- Press the Transfer soft key (places caller on hold)
- Use the dial pad to enter the number or extension
- Press Consult; you will be connected and can inform the called party of the pending transfer
- Press Transfer to complete

### Direct Transfer

While on a call:

- Press the Transfer soft key (places caller on hold)
- Use the dial pad to enter the number or extension
- Press Direct

### Direct Transfer to Voice Mail

- Press the Transfer soft key (places caller on hold)
- Press \*\*55, then enter the number or extension
- Press the Direct soft key to complete the transfer