

## User portal guide

# One Talk User Portal guide

### Welcome to the One Talk User Portal.

You can manage your One Talk<sup>SM</sup> user information and settings for your desk phone, mobile phone and tablet, all from a convenient portal at your My Verizon One Talk account page. You can also view your call plan and usage status and check where you are in your monthly billing cycle.

Among the key features and preferences you can view, set and manage are the following:

- Anonymous Call Rejection
- Automatic Callback
- Call Forwarding
- Caller ID Blocking
- Call Waiting
- Remote Call Pickup with Barge-In
- Selective Call Acceptance
- Selective Call Rejection
- Simultaneous Ring Service

*Note: The One Talk User Portal for line management is accessible to all end users of One Talk services that have been set up and approved by administrators at their place of business.*



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## Getting started

### Register and set up your user profile.

1. To access and manage your One Talk calling settings online for the first time, visit <https://www.verizonwireless.com/>
2. Click **My Verizon**.



Note: Your My Verizon username/10-digit mobile number and password are used to access all Verizon Wireless portals.

3. Click on **Register** and navigate to the **My Verizon Registration** page.
4. Follow the step-by-step instructions to complete registration.

### Sign into your My Verizon account.

1. If you have previously registered, visit: <https://www.verizonwireless.com/> and click on **Sign In** instead of **Register**.



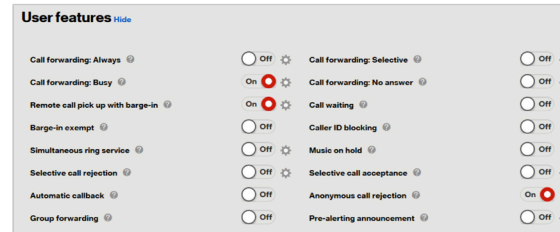
2. Click on the **User ID or mobile number** input field.
3. Enter your 10-digit mobile number or the **User ID** you created when you registered.


### Access your One Talk User Portal.

1. Select **My Devices** and click on **Manage One Talk**.



You will see a table listing features that you can manage:



- Features with  Off only next to them are to be simply turned on or off (enabled/disabled).
- Features with both  Off and  next to them require additional configuration steps to be enabled.

### Edit your user information.

1. Sign in.
2. Click the **My Devices** drop-down.
3. Click **Manage One Talk**.
4. Locate **Business line information**.
5. Click **Edit user information**.
6. Edit your email address in the email input field.

7. Edit your One Talk phone extension in the extension input field.
8. Click **Submit**.

### Manage your One Talk features.

#### Anonymous Call Rejection

Blocks incoming calls that don't display a caller ID number or name.

1. From the One Talk User Portal under **User features**, locate **Anonymous Call Rejection**.
2. Turn the feature **ON** or **OFF**.

#### Automatic Callback

Automatically redials a busy number until it is available.

1. From the One Talk User Portal under **User features**, locate **Automatic Callback**.
2. Turn the feature **ON** or **OFF**.

Note: Your line will ring before calling the end party. If you pick up, the call will complete. If you don't pick up, the call will not complete. If you have multiple devices, the feature will ring back the device you used to request a callback.

#### Barge-In Exempt

Lets you block others from remotely joining a call on your line with or without warning (see **Remote Call Pickup and Barge-In**).

1. From the One Talk User Portal, locate **Barge-In Exempt** under **User feature**.
2. Turn the feature **ON** or **OFF**.

## Call Forwarding Always

Forwards all calls made to your One Talk phone number to an alternative phone number. Calls can be forwarded to any domestic U.S. and 800 number. If **Group Forwarding** or **Call Forwarding Selective** is configured and enabled, it will preempt **Call Forwarding Always**.

1. From the One Talk User Portal, locate **Call Forwarding Always** under **User features**.
2. Tap to configure.
3. Choose **Voice mail** or **Phone number**.
4. If you choose **Phone number**, enter the telephone number to which you want your calls forwarded.

## Call Forwarding Busy

Forwards calls to an alternative number when your One Talk number is busy. Calls can be forwarded to any domestic U.S. and 800 number. If **Group Forwarding**, **Call Forwarding Selective** or **Call Forwarding Always** is enabled and configured, it will preempt **Call Forwarding Busy**.

1. From the One Talk User Portal, locate **Call Forwarding Busy** under **User features**.
2. Tap to configure.
3. Choose **Voice mail** or **Phone number**.
4. If you choose **Phone number**, enter the telephone number to which you want your calls forwarded.

## Call Forwarding No Answer

Forwards calls to an alternative phone number when there is no answer at your One Talk number.

1. From the One Talk User Portal, locate **Call Forwarding No Answer** under **User features**.
2. Tap to configure.

3. Select **Voice mail** or **Phone number**.
4. If you choose **Phone number**, enter the telephone number to which you want your calls forwarded.

## Call Forwarding Selective

Lets you forward incoming calls from one or more specific phone numbers to an alternative phone number.

1. From the One Talk User Portal, locate **Call Forwarding Selective** under **User features**.
2. Tap to configure.
3. Select **Voice mail** or **Phone number**.
4. Click **Add preset**.
5. Select whether to forward calls from all lines or specific lines.
6. To specify one or more lines, click **Add number**.
7. Enter the first phone number you would like to forward.
8. Click **Add**.
9. Repeat steps to add up to 10 lines to forward.
10. In the **Forward Phone Number** input field, enter the phone number to which you want to forward the phone numbers specified.
11. Select **Always** or **Custom schedule**.
12. If **Custom schedule** is selected, click **Business** drop-down and select desired value and/or click **Holiday** drop-down and select the holiday on which you want calls forwarded.
13. Click **Submit**.

## Caller ID Blocking

Prevents your One Talk phone number from displaying at the receiving end when you make an outgoing call. It will work only when **Line Caller ID** is set to **Individual**.

1. From the One Talk User Portal, locate **Caller ID Blocking** under **User features**.
2. Turn the feature **ON** or **OFF**.

## Call Waiting

Alerts you to a second call and allows you to accept or ignore it when you are already on the line.

1. From the One Talk User Portal, locate **Call Waiting** under **User features**.
2. Turn the feature **ON** or **OFF**.

## Group Forwarding

Lets you forward multiple lines to a single number. If your One Talk administrator has configured your number as part of Group Forwarding, and you wish to be excluded, set the feature to OFF.

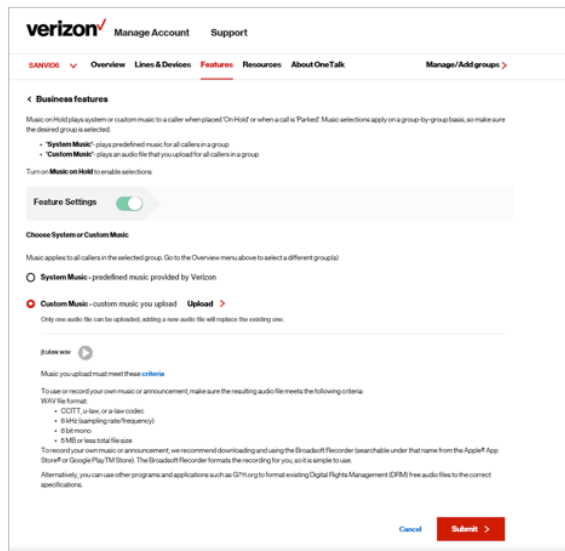
1. From the One Talk User Portal, locate **Group Forwarding** under **User features**.
2. Turn the feature **ON** or **OFF**.

## Music On-Hold

When you need to put callers on hold, let them listen to your custom or default music and recorded messages.

1. From the One Talk User Portal under **Features**, locate and select **Music on Hold**.
2. Turn the feature **ON** or **OFF**.
3. Choose from **System Music** or **Custom Music**.

4. Click **Submit**. Please note: You must select Submit whenever you turn Music on Hold on or off, and when selecting either System Music or Custom Music.
5. **Custom Music:** Click **Upload** to add an audio file. Please note: The file must be in the .WAV file format with the following specifications:
  - a. Consultative Committee for International Telegraphy and Telephony (CCITT) or International Telecommunications Union-Telecommunication (ITU-T) standards
  - b. U-law or a-law codec
  - c. 8,000 kHz sampling rate/frequency
  - d. 8-bit mono .WAV file type
  - e. 5 MB or less total size



### Pre-Alerting Announcement

Plays an audio file of your choice when a caller calls your phone number and waits to be connected.

1. From the One Talk User Portal, locate **Pre-Alerting Announcement** under **User features**.
2. Tap to configure.
3. Choose when you want the announcement to be active: **Always** or **Custom schedule**.
4. If you choose **Custom schedule**, select **Business** or **Holiday**.
5. Turn **ON** or **OFF**.

### Remote Call Pickup with Barge-In

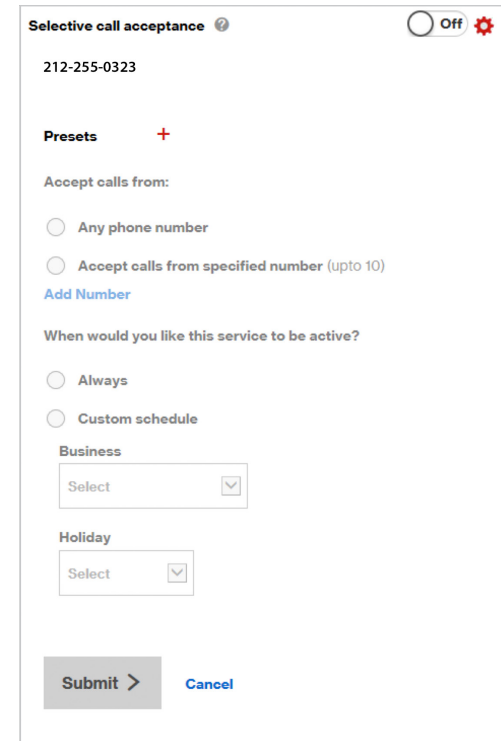
Allows others in your business to remotely pick up your line while it is ringing or join your call in progress with or without a warning tone.

1. From the One Talk User Portal, locate **Remote Call Pickup with Barge-In** under **User features**.
2. Tap to configure.
3. Choose **Allow warning tone during barge in** or **Allow automatic selection during barge in**. If you choose **Automatic**, you will not be warned when a member joins your call.
4. Turn feature **ON** or **OFF**.

### Selective Call Acceptance

Accepts only specific calls, based on conditions you define.

1. From the One Talk User Portal, locate **Selective Call Acceptance** under **User features**.
2. Tap to configure.
3. Create **Preset condition**. You can create up to five presets. Each preset allows different conditions to accepting calls based on caller and schedule.



4. Choose to accept **Any phone number** or **Accept calls from specified number (up to 10)**.
5. To add more telephone numbers to accept, tap **Add Number**.
6. Choose when you want to enact this feature: **Always** or according to a predefined **Custom schedule**.
7. Click **Submit**.
8. Turn **ON** or **OFF**.

## Selective Call Rejection

1. From the One Talk User Portal, locate **Selective Call Rejection** under **User features**.
2. Tap to configure.
3. Create **Preset condition**. You can create up to five presets. Each preset allows call rejection under different conditions based on caller and schedule.
4. Choose what calls to reject as **Any phone number** or **Accept calls from specified number (up to 10)**.

5. To add more telephone numbers to accept, tap **Add Number**.

6. Choose when you want to enact this feature: **Always** or according to a predefined **Custom schedule**.
7. Click **Submit**.
8. Turn **ON** or **OFF**.

## Simultaneous Ring Service

Allows you to specify other phone numbers to ring when someone calls your line.

1. From the One Talk User Portal, locate **Simultaneous Ring Service** under **User features**.
2. Click to configure.
3. Add phone numbers that will also ring when there is a call to your number. You can allow up to 10 different numbers to ring concurrently.
4. Tap **Add Number**.
5. Choose when you want this feature enabled: **Always** or according to a predefined **Custom schedule**.
6. Click **Submit**.
7. Turn **ON** or **OFF**.

## Edit 911/emergency address.

1. From the My Verizon user portal, click on the **My Devices** drop-down, then click **Manage One Talk**.
2. Scroll to the bottom where **Emergency Address** is located.
3. Click **Edit** next to **Emergency Address**.
4. Click in the various input fields to update information.
5. Click **Submit**.

## Reboot your device.

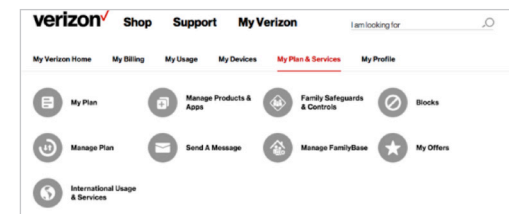
When the phone is rebooted, it will power off and on and then reconnect for service. During that time, incoming calls will be handled in accordance with your settings. They can also be answered on another device that has been paired with your number.

1. From the One Talk User Portal, click the **My Devices** drop-down, then click **Manage One Talk**. Scroll to the bottom where **Reboot** is located.
2. Click **Reboot**.

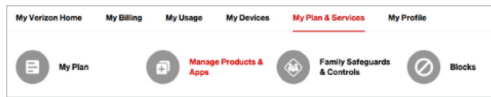
## Employee-liable devices

### Add One Talk to your personal mobile device (with administrative preapproval).

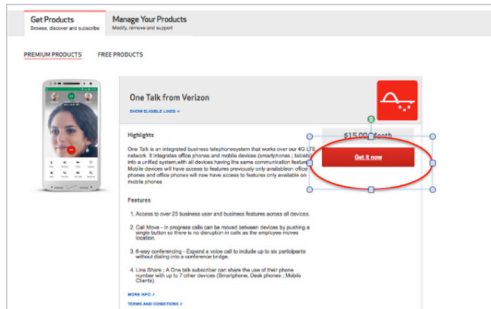
1. Sign in to My Verizon.
2. From the portal, hover your cursor over **My Plan & Services** to display options.



3. Select **Manage Products & Apps**.



4. Scroll through the options to find **One Talk from Verizon** and select **Get it now**.



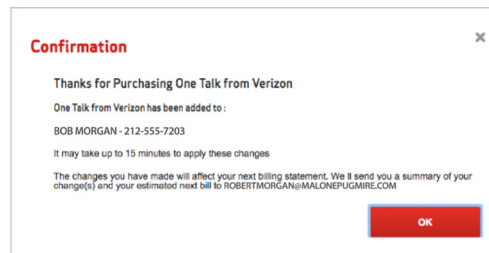
5. **Select the lines** to which you would like to add One Talk service by clicking on the corresponding box.



6. Review the lines you've selected and your monthly charges, and click **Confirm Purchase**.



7. Your One Talk confirmation will appear. Click **OK** at the bottom or the "X" in the upper right to close popup.



**Learn more:**

For more information, visit [www.onetalk.com](http://www.onetalk.com)