One Talk
executive IP
desk phone with
video camera
**Quick start guide**

**Package contents**
The following items are included in your package. If you find anything missing, contact your system administrator.

![Phone and Handset](image)

- **Handset cord**
- **Ethernet cable (2 m CAT5E FTP cable)**
- **Stand**
- **Quick start guide**
- **Power adaptor (optional)**
- **Camera**

**Note:** We recommend that you use accessories provided or approved by Verizon. The use of unapproved third-party accessories may result in poor performance.

**Assembling your phone**

1. Attach the stand and adjust the angle of the screen

![Adjust shutter switch](image)

2. Insert the camera

![Adjust camera angle](image)

**Note:** Remove rubber plugs first and then insert the camera.

3. Connect the handset and optional headset

4. Optional: Connect a USB device

**Note:** The USB port can also be used to connect other USB devices, such as a USB headset.

5. Connect the AC power

**Note:** The phone should be used with the original power adaptor (12 V/1 A) only. The use of a third-party power adaptor may cause damage to the phone.
Connecting to a wired or wireless network

Connecting to a wired network:

Note: If you are connecting a PC to your phone, we recommend that you use the Ethernet cable provided by Verizon.

Connecting to a wireless network:
1. Navigate to Settings > Basic Settings > Wi-Fi
2. Turn on Wi-Fi
3. Select an available wireless network from the list of networks
4. If the network is secure, enter its password in the Password field
5. Tap Connect to connect to the wireless network

Starting the phone

After the phone is connected to the network and supplied with power, it automatically begins the initialization process. After startup, the phone is ready for use. You can configure the phone via the phone user interface or the web user interface.

Configuring your phone

Configuring network settings:
Navigate to Settings > Advanced Settings (default password: admin) > Network > WAN Port > IPv4.

Configuring account settings:
Navigate to Settings > Advanced Settings (default password: admin) > Accounts.

Using basic call functions

Placing a video/voice call
Using the handset:
1. Pick up the handset
2. Enter the number, and then tap Send

Using the speakerphone:
1. With the handset on-hook, press [ ]
2. Enter the number, and then tap Send

Using the headset:
1. With the headset connected, press [ ] to activate the headset mode
2. Enter the number, and then tap Send

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by tapping the Headset key or the Speakerphone key or by picking up the handset. Headset mode requires a connected headset.

Answering a video/voice call
Using the handset:
Pick up the handset.

Using the speakerphone:
Press [ ]

Using the headset:
Press [ ]

Note: You can reject an incoming call by tapping Reject.

The desk phone will be ready to be used once the address provided during the ordering of the desk phone appears on the screen. This is known as the 911 address screen, which you must acknowledge by pressing OK before you can start using the phone.
Controlling video during a call
• Tap Full Screen to display the video in full screen or tap ▼ to return
• Swipe down from the top of the screen to enter the control center and tap Video to turn on/off the near-site video

Ending a video/voice call
Using the handset:
Hang up the handset or tap End Call.
Using the speakerphone:
Press [ or End Call.
Using the headset:
Tap End Call.

Redialing a call
• Press to enter the Placed Calls list, and then tap the desired entry
• Press twice when the phone is idle to dial out the last dialed number

Muting and unmuting a call
• Press to mute the microphone during a call
• Press again to unmute the call

Holding and resuming a call
To hold a call:
Press or Hold during an active call.
To resume the call, do one of the following:
• If there is only one call on hold, press or Resume
• If there is more than one call on hold, select the desired call and then press Resume

Transferring a call
You can transfer a call in the following ways:
Performing a semi-attended transfer:
1. Press or Transfer during an active call. The call is placed on hold
2. Enter the number you want to transfer the call to, and then press
3. Press or Transfer when you hear the ring-back tone
Performing an attended transfer:
1. Press or Transfer during an active call. The call is automatically placed on hold
2. Enter the number you want to transfer the call to, and then press
3. Press or Transfer after the second party answers
Forwarding a call
To enable call forwarding:
1. Navigate to Settings > Features > Call Forward
2. Select the desired forward type:
   - Always Forward: Incoming calls are forwarded unconditionally.
   - Busy Forward: Incoming calls are forwarded when the phone is busy.
   - No Answer Forward: Incoming calls are forwarded if not answered after a period of time.
3. Enter the number you want to forward to. For No Answer Forward, select the desired ring time to wait before forwarding from the After Ring Time field
4. Tap ✓ to accept the change

Conference calling
To initiate a conference call:
1. Tap Conference during an active call. The call is placed on hold
2. Enter the number of the second party, and then tap Conference
3. Tap Conference again when the second party answers. Three parties are now joined in the conference. You may repeat this procedure, adding up to five people on the conference
Note: You can split the conference call into two individual calls by tapping Split. You can create three-way video conferencing or five-way video/audio mixed conferencing.
Configuring and using speed dial
To configure a speed dial key:
1. Navigate to Settings > Features > Dsskey
2. Select the desired DSS key
3. Select SpeedDial from the Type field, select the desired line from the Account ID field, enter a label in the Label field and then enter the number in the Value field
4. Tap ✔ to accept the change
To use the speed dial key:
Press the speed dial key to dial out the preset number.

Listening to voicemails
The “message waiting” indicator on the idle screen indicates that one or more voicemail messages are waiting at the message center. The power indicator LED also slowly flashes red.
To listen to voicemails:
1. Press 🆕 or Connect
2. Follow the voice prompts to listen to your voicemail messages

Viewing notifications
Swipe down from the top of the screen to enter the control center and the notification center.

Customizing your phone
Managing call history
1. Tap ⌘ on the screen
2. Select an entry from the list
3. Tap 📞 after the desired entry, and then you can do the following:
   • Tap Send to call the entry
   • Tap Delete to delete the entry from the list
   • Tap Edit to edit the entry before calling
   • Tap Add to add the entry to the local directory
   • Tap Blacklist to add the entry to the blacklist
Managing contact directory
To add a contact:
1. Tap ☑
2. Tap ☑ to add a contact
3. Enter a unique contact name in the Name field and contact numbers in the corresponding fields
4. Tap ✔ to accept the change
To edit a contact:
1. Tap ☑
2. Tap ☑ after the desired entry
3. Edit ✔ contact information
4. Tap ✔ to accept the change
To delete a contact:
1. Tap ☑
2. Tap ☑ after the desired entry and then tap Delete
3. Tap OK when the LCD screen prompts “Delete selected item?”

Adjusting the volume
Press ✈ to adjust the volume.
Setting ringtones
1. Navigate to Settings > Basic Settings > Sound > Ring Tones
2. Select Common or the desired account
3. Select the desired ringtone
4. Tap ✔ to accept the change

Regulatory notices
Operating ambient temperatures
• Operating temperature: +32° to 104° F (0° to 40° C)
• Relative humidity: 5% to 90%, noncondensing
• Storage temperature: -22° to +160° F (-30° to +70° C)
Warranty
This device has a one-year manufacturer’s warranty.
Explanation of the symbols

**DC symbol**

--- is the DC voltage symbol.

**WEEE Warning symbol**

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of waste electrical and electronic equipment (WEEE) as unsorted municipal waste and collect such WEEE separately.

**Restriction of Hazardous Substances Directive (RoHS)**

This device complies with the requirements of the EU RoHS Directive.

**Safety instructions**

Save these instructions. Read these safety instructions before use.

⚠️ **General requirements**

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation
- During the process of storage, transportation and operation, please always keep the device dry and clean, and avoid collision
- Please do not attempt to dismantle the device by yourself. In case of any device issues, please contact the appointed maintenance center for repair
- Please refer to the relevant laws and statutes while using the device. Legal rights of others should be respected as well

⚠️ **Environmental requirements**

- Place the device in a well-ventilated place. Do not expose the device to direct sunlight
- Keep the device dry and free of dust
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber materials
- Keep the device away from any heat source or open flame, such as a candle or an electric heater

⚠️ **Operating requirements**

- Do not let a child operate the device without guidance
- Do not let a child play with the device or any accessory, to avoid accidental swallowing
- Please use the accessories provided or authorized by the manufacturer only
- The power supply of the device shall meet the requirements of the input voltage of the device
- Please use the provided surge-protection power socket only
- Before plugging or unplugging any cable, make sure that your hands are completely dry
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or swimming pool
- During a thunderstorm, stop using the device and disconnect it from the power supply
- If the device is left unused for a long time, disconnect it from the power supply and unplug the power plug
- When there is smoke emitting from the device, or an abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately
- Contact the specified maintenance center for repair
- Do not insert any object that is not part of the product or auxiliary product into equipment slots
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you disconnect all other cables

⚠️ **Cleaning requirements**

- Before cleaning the device, disconnect it from the power supply
- Use a piece of soft, dry and anti-static cloth to clean the device
- Keep the power plug clean and dry
FCC statement
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Radiation exposure statement
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

Technical support
For additional support information on One Talk℠ from Verizon, please visit verizonwireless.com/support/one-talk