

One TalkSM Quick Reference Guide

I. Call Transfer Instructions

1. Answer phone
2. Hit “transfer”
3. Dial extension
4. Follow instructions for Consult Transfer or Direct Transfer (listed below)

A. Consult Transfer - To speak to the employee before transferring the call

1. Hit “consult”
2. Speak with employee
3. Hit “transfer”
4. If employee does not want to take the call
 - a. Hit green flashing light on the left
 - b. Talk with client and help them if you can help them
 - c. If they still want to talk to the employee repeat above
 - d. Talk to employee
 - e. If the employee wants it sent to voice mail
 - i. Hit “end call
 - ii. Hit green flashing light
 - iii. Tell caller you are going to transfer them to voice mail
 - iv. Hit “transfer”
 - v. Dial **55(extension)#

EXAMPLES	
<i>When an employee takes the call</i>	<i>When an employee wants to send the call to Voicemail</i>
<ol style="list-style-type: none"> 1. Phone rings 2. Answer 3. It is a call for John 4. Hit “transfer” 5. Dial extension 6. Hit “consult” 7. John answers 8. Tell John that Jane Doe is on the line 9. John says OK 10. Hit “transfer” 11. Hang up 	<ol style="list-style-type: none"> 1. Phone rings 2. Answer 3. It is a call for John 4. Hit “transfer” 5. Dial extension 6. Hit “consult” 7. John answers 8. Tell John that Jane Doe is on the line 9. John says send it to my voicemail 10. Hit “end call” 11. Hit the green flashing light on the left 12. Tell Jane that John is unavailable and you are going to send her to John’s voicemail 13. Hit “transfer” 14. Dial **55(extension)# and you will hear “Your call has been transferred, thank you.”

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- B. **Direct Transfer** - To direct the call to your information line or to a specific individual
1. Hit “direct”
 2. Hang up

EXAMPLES	
<i>When you want to direct transfer a call to your information line</i>	<i>When you want to direct transfer a call to a specific employee</i>
<ol style="list-style-type: none"> 1. Phone rings 2. Answer 3. It is a call for general information 4. Hit “transfer” 5. Dial extension 6. Hit “direct” 7. Hang up 	<ol style="list-style-type: none"> 1. Phone rings 2. Answer 3. It is a call for John 4. Hit “transfer” 5. Dial extension 6. Hit “direct” 7. Hang up

II. **Call Parking**

Notes:

- ✓ *Calls can only be parked to One Talk phone numbers or extensions in your group.*
- ✓ *Cannot use programmed Speed Dials on the desk phone to enter an extension or phone number when attempting to park a Call.*
- ✓ *Notification is cancelled if user makes outbound call, receives an incoming call or 45 seconds passes and the call rings back to where it was parked from originally.*
- ✓ *Line 2 is used when parking a call.*

C. **Parking and Retrieving Parked Calls**

1. While on active call, press Park soft key
2. Prompt: Enter the phone number or extension followed by #
3. To receive the parked call, press the Retrieve soft key
4. To retrieve from a different phone dial **88+extension.

Parking and Retrieving Parked Calls One Talk Mobile App

1. While on active call, press New Line
2. Dial **25
3. Prompt: Enter the phone number or extension followed by #
4. To retrieve from a different phone dial **88+extension

III. **Button Programming** (Screen 2 & 3)

D. **Programming Phone Numbers**

1. Hit “1 2 3” button

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2. Go to screen you want to program numbers
3. Push and hold button you wish to program until you see “1. Type:”
4. Hit right arrow and you will see “Speed Dial”
5. Hit down arrow twice and you will see “3. Label:”
6. Hit “2aB” 3 times until it reads “ABC”
7. Use number keys to type in label
8. Hit down arrow and it will read “4. Value:”
9. Use number keys to enter number including area code (even for local numbers)
10. Hit “save”

E. Programming Call Park Retrieve

1. Hit “1 2 3” button
2. Go to screen you want to program numbers
3. Push and hold button you wish to program until you see “1. Type:”
4. Hit right arrow and you will see “Speed Dial”
5. Hit down arrow twice and you will see “3. Label:”
6. Hit “2aB” 3 times until it reads “ABC”
7. Use number keys to type in label
8. Hit down arrow and it will read “4. Value:”
9. Use number keys to enter **88(extension to retrieve)
10. Hit “save”

F. Programming Intercom Numbers

1. Hit “1 2 3” button
2. Go to screen you want to program numbers
3. Push and hold button you wish to program until you see “1. Type:”
4. Hit right arrow twice and you will see “Intercom”
5. Hit down arrow twice and you will see “3. Label:”
6. Hit “2aB” 3 times until it reads “ABC”
7. Use number keys to type in label
8. Hit down arrow and it will read “4. Value:”
9. Use number keys to enter the extension and #
10. Hit “save”

G. Using Screen Buttons

1. You can dial and then pick up handset or pick up handset and then dial
2. Hit “1 2 3” button until you are on the desired screen
3. Hit button next to name