

One Talk for Android quick guide

One Talk allows your office phone and mobile devices to work together with one number, so opportunity can find you—whether you're at the office or on the go.

verizon[✓]

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Welcome to One Talk for Android

Juggling multiple phone numbers and devices all day can get tricky. You don't want to worry about missing a business call at your desk when you're out of the office with a customer or at your kid's school play.

These concerns disappear with the One TalkSM Android™ mobile app. You get a single phone number that works with several different devices. Just share your One Talk number with your desk phone, Android smartphone and Android tablet. Customize to have an incoming call or message ring one, several or all your devices at the same time. So, whether you're at the office or on the go, you'll never have to miss an important call, text or message.

Pick up every opportunity with the One Talk mobile app for Android.

Key features available on the One Talk mobile app

- Central location for managing calls, messages and directory
- 6-Way Conference Calling
- Anonymous Number Rejection
- Call Forwarding with busy and no-answer options
- Call move from one device to another
- Video calling

Prerequisites and usage

Users

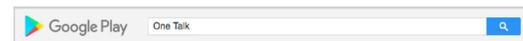
The One Talk mobile app is available for use on any Verizon business account in the domestic U.S. Users must be preauthorized or issued a Verizon One Talk telephone line by their business. You can add a single One Talk number on up to five different mobile devices with the One Talk mobile app installed (available for Android and iOS).

Operating system

The One Talk for Android mobile app requires Android version 5.0 or higher.

Networks

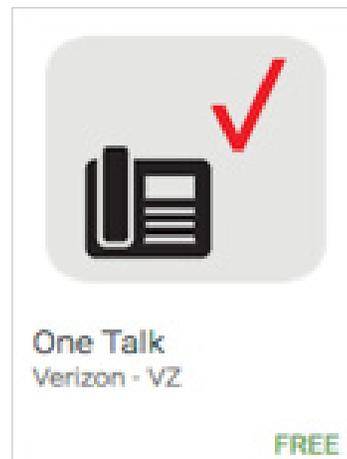
The One Talk mobile app can be used on smartphones and tablets (Android 5.0 or higher) from any U.S. carrier, but a monthly subscription to the One Talk service is required. When using the One Talk mobile app on your wireless carrier's network, voice and video calls consume data, which will apply against any applicable allowances under your wireless carrier's data plan. As an alternative, voice and video calls can also be made or received over Wi-Fi when connected to a Wi-Fi network with broadband internet. Please configure your device's settings for your preferred connection.



Getting started

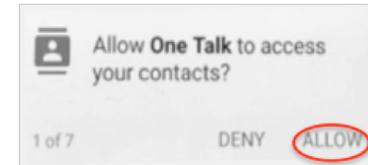
Download and install the One Talk mobile app.

1. Visit the Google Play Store at <https://play.google.com/store/apps> or tap the Play Store icon  on your Android device.
2. Search for One Talk.
3. Download and install the free app on your Android device.



Allow the One Talk mobile app to access device.

1. Launch the One Talk mobile app.
2. Tap the **Get Started** button.
3. Tap **ALLOW** to accept all app and access permissions for Contacts, Location, Record Audio, Manage Phone Calls and Access Media.



4. Tap the One Talk **Phone Number** input field.
5. Enter your One Talk phone number.
6. Tap the **Device Name** input field.
7. Enter a name for your device.
8. Tap **Request PIN**.
9. Check your email for your activation PIN.* Use the email account that your One Talk administrator used when setting up your Verizon One Talk business account.
10. Enter your PIN and tap **Activate**.

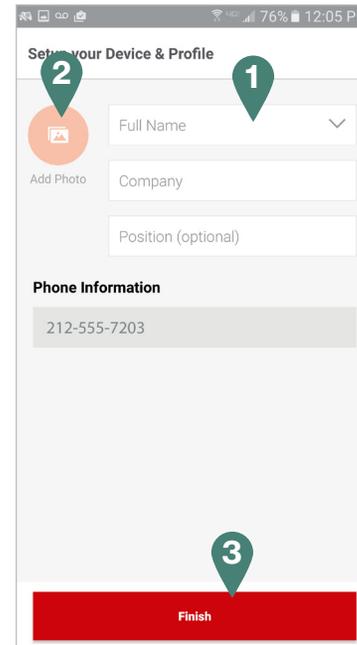
* Your company's One Talk administrator must ensure that you have a valid email address in your Verizon My Business account.

Proceed to device and profile setup.

Set up your device and profile.

1. Tap each field to enter your Name, Company and Position (if desired).
2. Tap **Add Photo** to add a picture of yourself to your profile. You may select an existing image from your photo gallery, or take a new picture with the camera.
3. Tap **Finish** to save.
4. Tap the **911 Address** field and enter the address where you want to receive emergency services.
5. Tap **Finish** and confirm your 911 address.
6. When you see the “Do not optimize battery usage” popup window, tap **Yes**.

Device and profile setup is complete.



Set up Voice Mail.

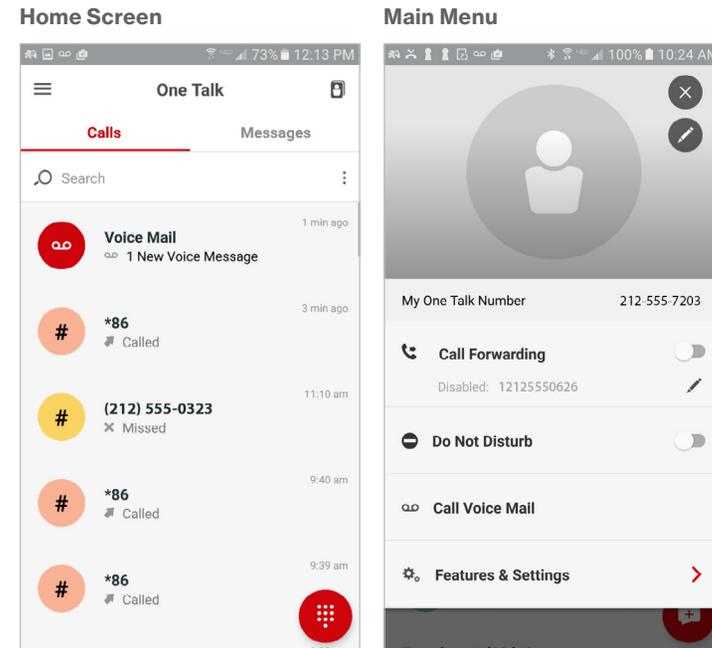
1. Launch the mobile One Talk app.
2. Tap **Menu** in the upper left corner of the home screen.
3. Tap **Call Voice Mail**.
4. Follow the voice prompts to:
 - Set up your password.
 - Set up your voice signature (recording of your name).
 - Select your preferred greeting.

For more information on basic Voice Mail, visit:
[verizonwireless.com/support/voice-mail-faqs](https://www.verizonwireless.com/support/voice-mail-faqs)

Set up your preferences.

The main menu is where you set all your call and message preferences, including Call Forwarding, Do Not Disturb, ringtone settings and more.

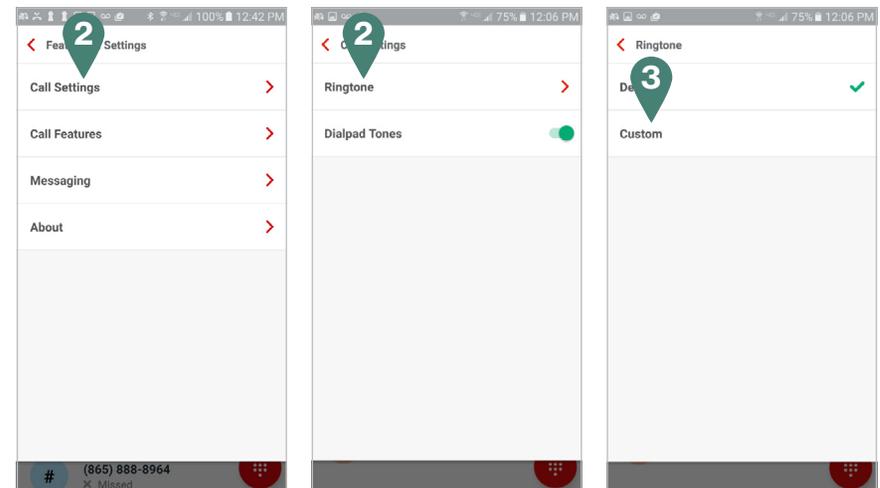
Tap **≡ Menu** in the top left corner of your screen to access the main menu.



Call settings

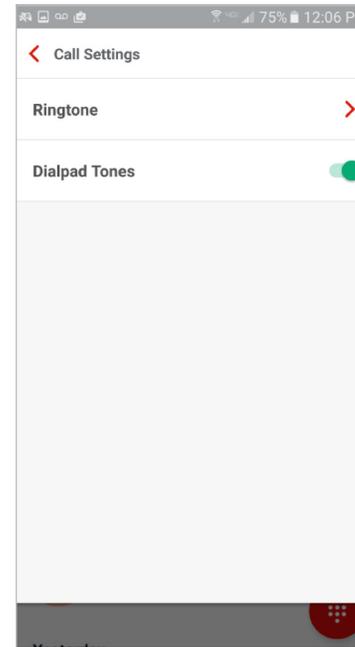
Set ringtone.

1. To specify the ringtone that alerts you of an incoming call, tap **≡ Menu** on the home screen. On the main menu, tap **Features & Settings**.
2. Tap **Call Settings**. Then tap **Ringtones**.
3. On the ringtone menu, you can choose the One Talk default tone or choose a different tone by tapping **Custom** to select from your music folder.



Dialpad tones: enable or disable

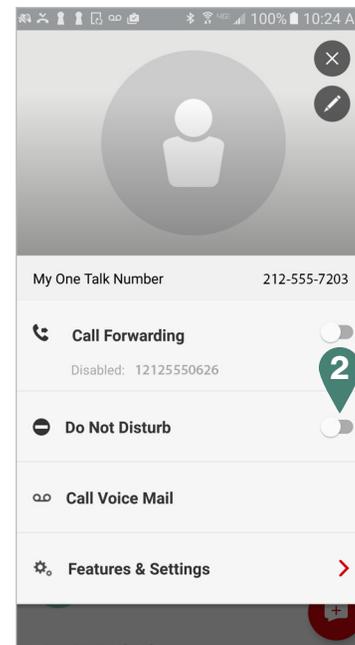
You can choose to hear a corresponding audio tone as you touch each key on your dialpad. To enable dialpad tones, navigate to the Call Settings menu and slide the Dialpad Tones toggle to the right so that it shows green . Slide the toggle to the left to turn it gray and disable the feature.



Do Not Disturb: enable or disable

Use Do Not Disturb to silence One Talk calls, alerts and notifications.

1. Launch the One Talk mobile app and tap  **Menu** on the home screen.
2. Enable this feature by sliding the **Do Not Disturb** toggle to the right so that it shows green . To disable the feature, slide the toggle to the left so that it shows gray.



Call features

Call Forwarding

One Talk has five different settings for handling how calls can be forwarded to another line. Three forwarding options are available within the One Talk mobile app. The two more advanced options are only configurable within the One Talk Admin Portal or User Portal included with your Verizon My Business account.

Mobile app forwarding options:

- **Call Forwarding Always** forwards all incoming calls to another line of your choosing.
- **Call Forwarding Busy** forwards incoming calls only when your line is busy.
- **Call Forwarding No Answer** reroutes incoming calls if you don't answer after five rings.

Admin and User Portal forwarding options:

- **Group Call Forwarding*** enables your One Talk administrator to forward calls for multiple lines in a group to a different number, either all the time or based on a schedule. Group Call Forwarding is configured in the Admin Portal, but users can enable or disable the feature in the My Business One Talk User Portal.
- **Selective Call Forwarding** allows the user or admin to make more advanced call-forwarding decisions based on predefined criteria.

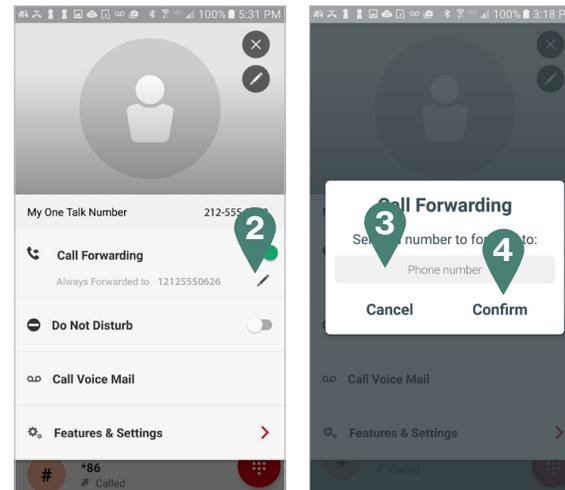
*If your admin enables Group Call Forwarding for a group that you have been assigned to, it will take precedence and override any call forwarding setting you make in the mobile app.

Configure your Call Forwarding preferences.

Note: All setting changes and edits made in the mobile app are immediately updated in the One Talk User Portal.

Set up and enable Call Forwarding number.

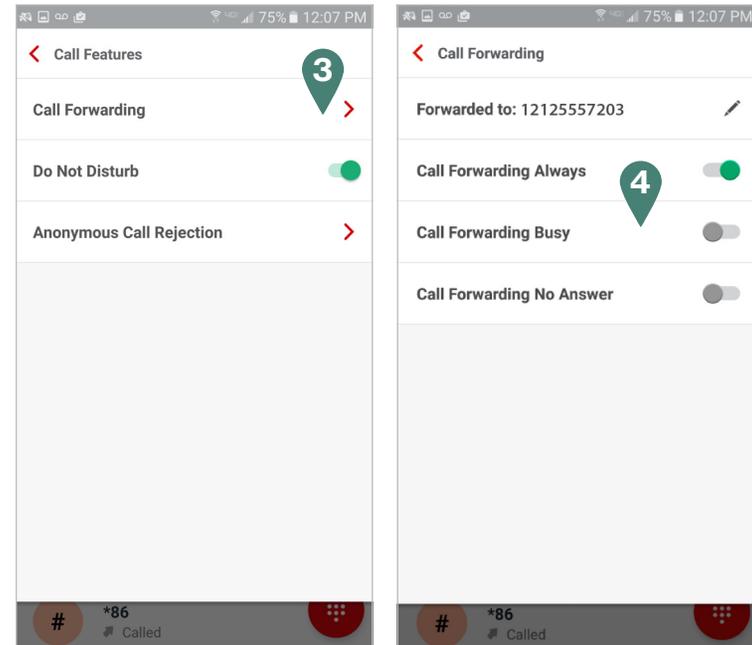
1. Launch the One Talk mobile app and tap **Menu** in the top left corner of the home screen.
2. Tap **Edit** next to Call Forwarding.
3. Tap the **Phone number** field and enter the 10-digit phone number or extension to which you would like to forward your calls.
4. Tap **Confirm** to finish.



Change your Call Forwarding preferences.

You may choose to forward all your calls immediately, forward only when you are busy on a current call or forward after five rings with no answer. If more than one Call Forwarding option is selected, One Talk will use the following priority: Group Forwarding, Selective, Always, Busy and No Answer.

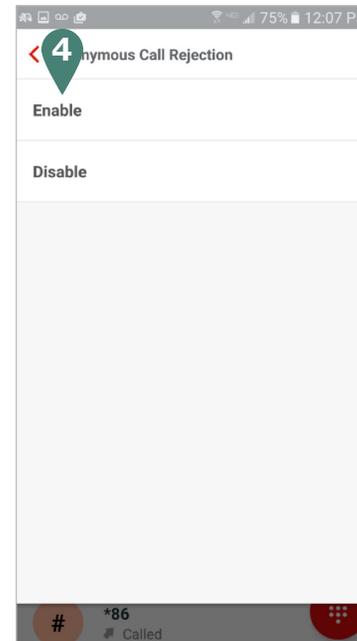
1. Launch the One Talk app and tap **≡ Menu** on the home screen. On the main menu, tap **Features & Settings**.
2. Tap **Call Features**.
3. Tap **Call Forwarding**.
4. Select your desired Call Forwarding options.



Anonymous Call Rejection: enable or disable

This feature blocks calls coming from an unidentified source with no caller ID available.

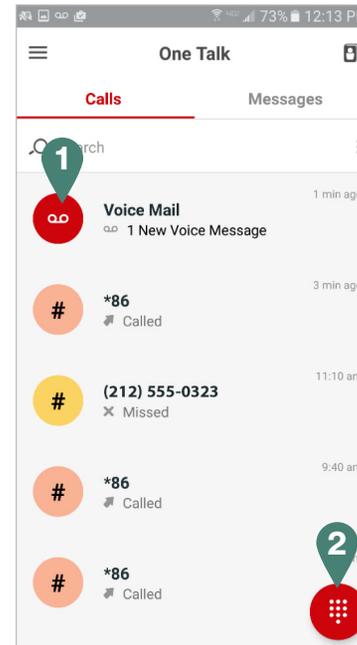
1. Launch the One Talk mobile app and tap **≡ Menu** on the home screen. On the main menu, tap **Features & Settings**.
2. Tap **Call Features**.
3. Tap **Anonymous Call Rejection**.
4. Tap **Enable** or **Disable** to choose your preference.



Voice Mail notification

Retrieve Voice Mail messages from Call History.

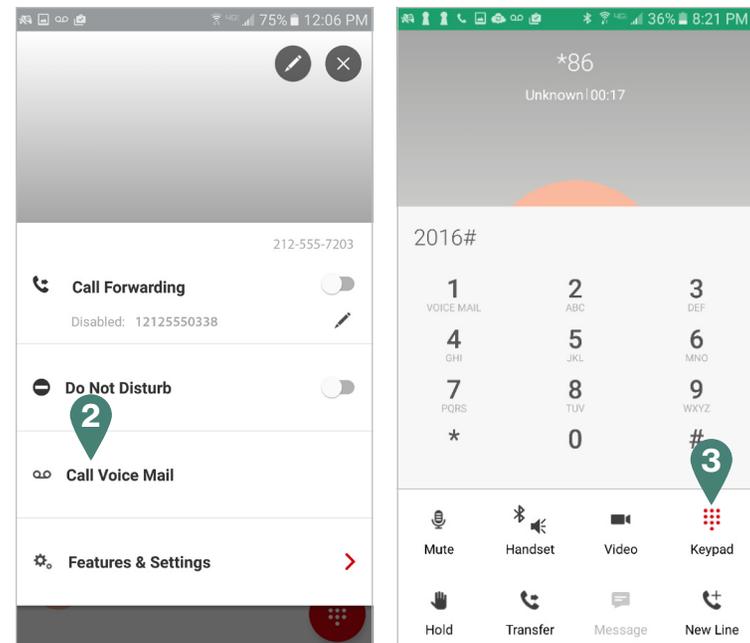
1. Tap  **Voice Mail** icon on the Call History screen.
2. A voice prompt will ask you for your PIN. Tap  to open the dialpad and enter your PIN followed by the # symbol to retrieve your messages.



Retrieve Voice Mail messages from the main menu.

1. Launch the One Talk app and tap  **Menu** in the top left corner of your screen.
2. Tap **Call Voice Mail**.
3. A voice prompt will ask you for your PIN. Tap  to open the dialpad and enter your PIN followed by the # symbol to retrieve your messages.

For more information on navigating Verizon One Talk Voice Mail features and options, visit: https://www.verizonwireless.com/dam/support/pdf/VM_2.pdf



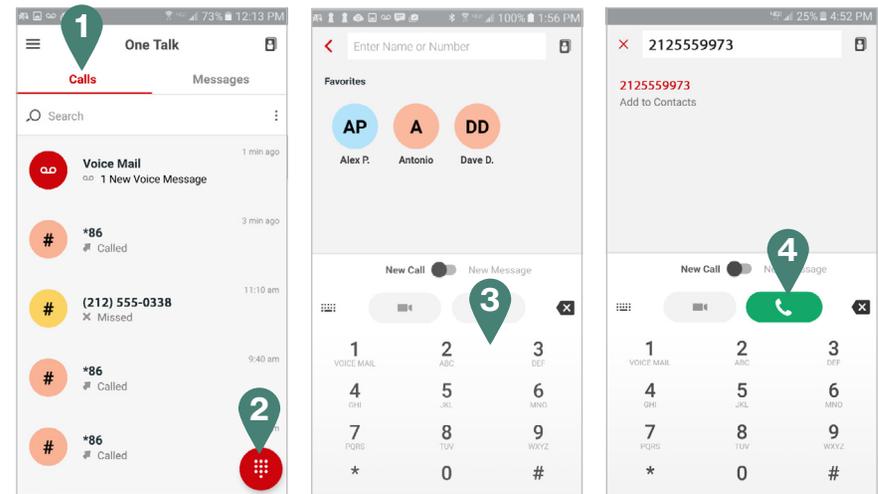
Using One Talk mobile app for Android

Making and receiving calls

Make a call using the dialpad.

To place a one-to-one (1:1) call to an individual:

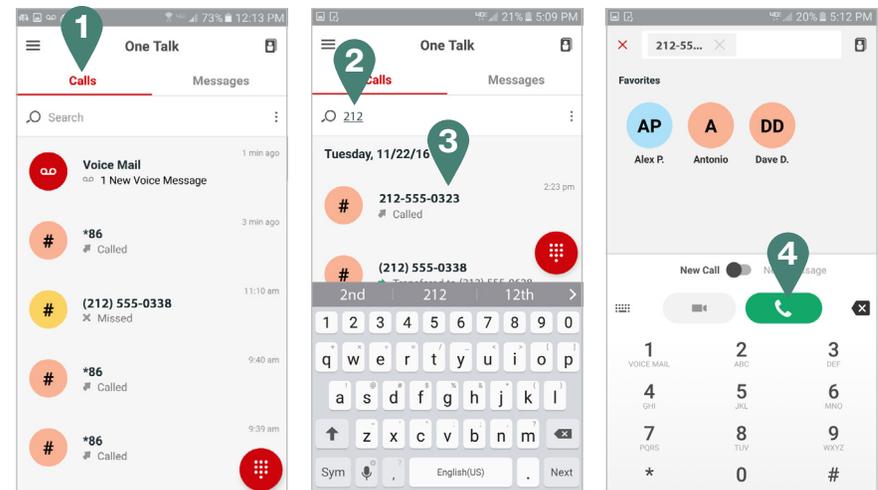
1. Launch the One Talk mobile app and tap the **Calls** tab if it is not already selected. The selected tab will appear in red.
2. Tap the icon  in the bottom right corner of your screen to reveal the dialpad.
3. Use the dialpad to type the 10-digit phone number or extension you are trying to reach. As you type the number, the gray phone icon will turn green.
4. Tap  to initiate a voice call.



Make a call from your call history.

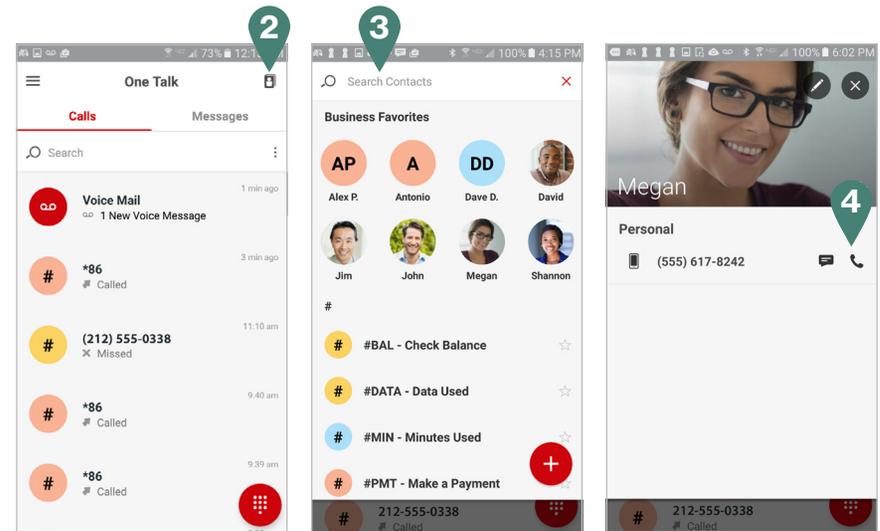
1. Launch the One Talk mobile app and tap the **Calls** tab if it is not already selected. When selected, the Calls tab will display your recent call history by date.
2. Scroll through your recent call history to find the number you wish to call. You can also search your call history by tapping  **Search** and typing the 10-digit phone number or extension, or contact name with the keyboard. As you type, the autocomplete feature of the app will display the search results.
3. Tap the desired number to select it.
4. Tap  to place your call.

Note: You can also filter your searches by missed, received and placed calls.



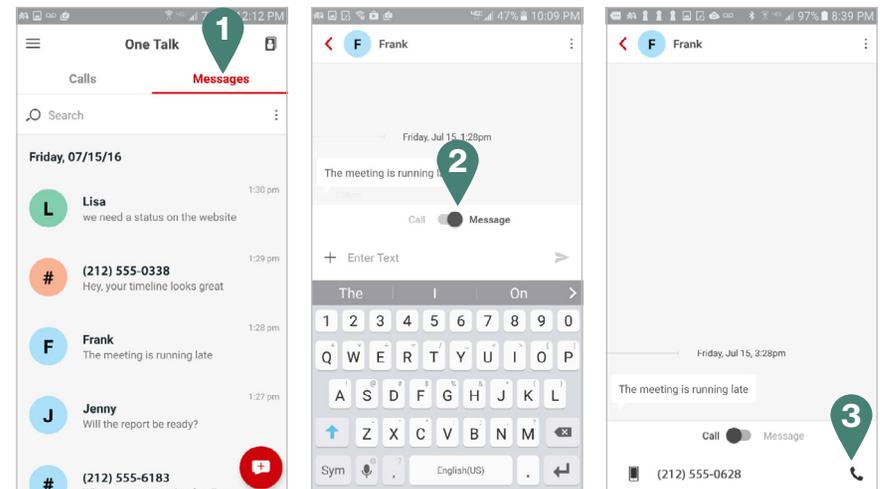
Make a call from your address book.

1. Launch the One Talk mobile app.
2. Tap **Contacts** in the upper right corner of your screen to open the address book of contacts on your mobile device.
3. Tap **Search** and use the pop-up dialpad to type the name, 10-digit phone number or extension of the contact you wish to call. The app will display potential desired contacts as you type. You may also scroll your contact list to locate the desired contact.
4. Tap the desired contact. Then tap **Call** to place your call.



Make a call from a message conversation.

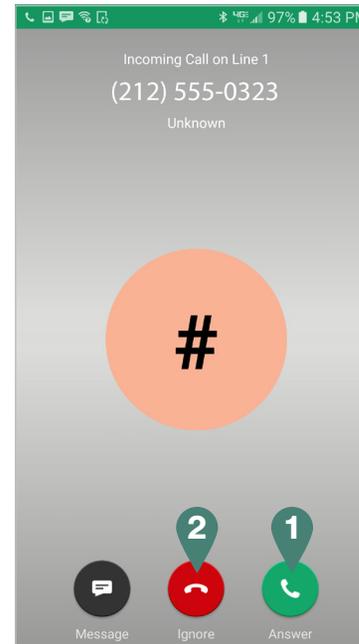
1. Launch the One Talk mobile app and tap the **Messages** tab if it is not already selected. The selected tab will appear in red. The Messages tab displays all your recent text conversations.
2. Scroll or search to find the message from the person that you would like to call. Then tap that message to select it. Slide the toggle from **Message** to **Call**.
3. Tap **Call** in the bottom right corner of your screen to place the call.



Receive an incoming call.

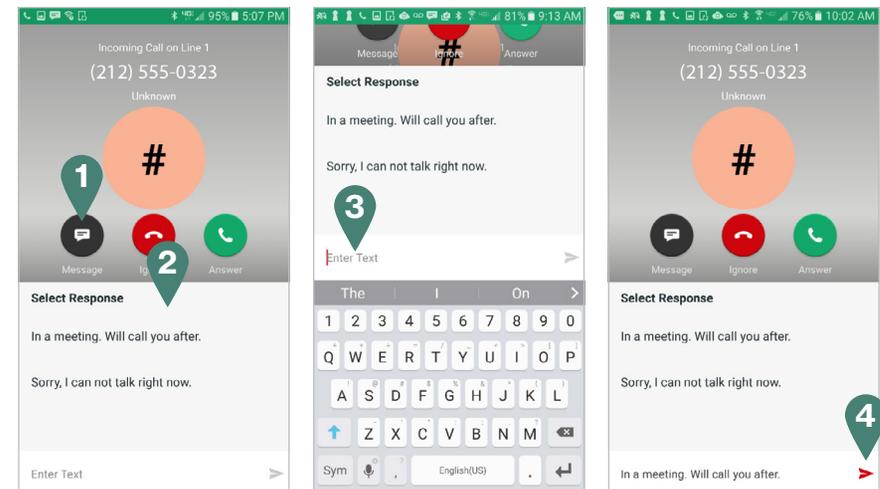
You have several options for responding to incoming calls, including answering the call, ignoring the call and messaging the caller.

1. Answer a call.
 - Tap  **Answer** in the bottom right corner of your screen to answer the call.
2. Ignore a call.
 - Tap  **Ignore** in the bottom center of your screen. This will end the call on your mobile device. If the One Talk number is not shared on any other device and Call Forward No Answer is set to Voice Mail, then caller is sent to Voice Mail.



Message the caller.

1. To send a short text message to the caller to let them know that you are unavailable, tap  **Message** in the bottom left corner of your screen.
2. Scroll the list and tap the Quick Response that you want to send to the caller. (Note: You can customize or add new responses through the Features & Settings option under  **Menu** in the top left corner of your screen.)
3. You may also type a new message. Tap the **Enter Text** field to reveal the pop-up keypad and type your message.
4. Once you select a message or have typed a new message, tap  in the bottom right corner to send your message.
5. If the caller's device is capable of receiving SMS text messages, that user will receive your text and will be forwarded to the One Talk Voice Mail system. If not, the user will be forwarded to Voice Mail only.



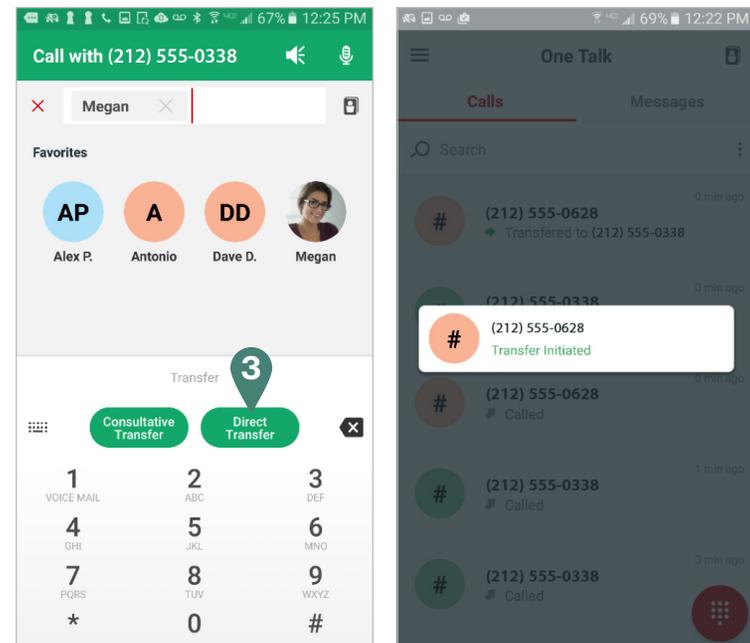
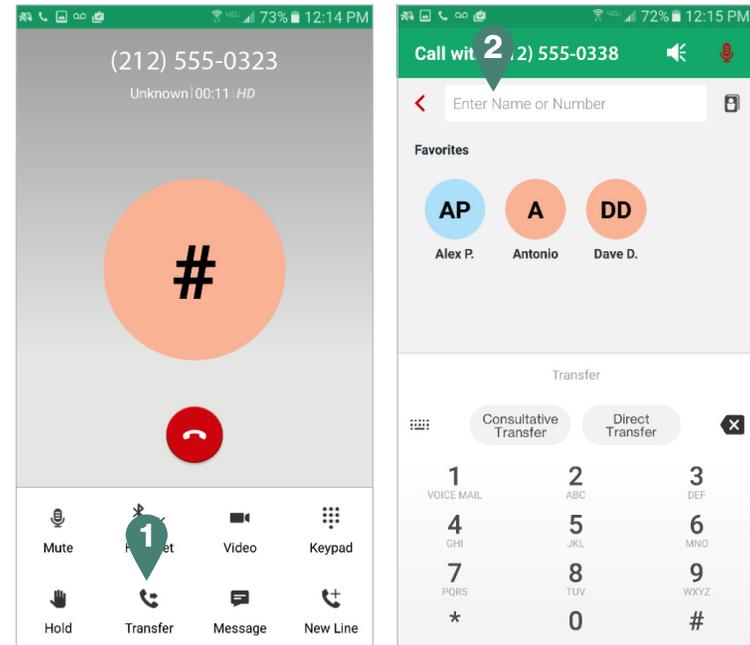
Transfer a call.

You may transfer an active call to any other phone number, regardless of service provider (it does not have to be a One Talk number). There are two transfer options: Consultative Transfer, where you may speak with the recipient of the call prior to transferring, and Direct Transfer, where the current active call is immediately transferred.

Direct Transfer

Direct Transfer enables you to immediately transfer an active call. This feature will make it appear that the current caller directly dialed the second caller.

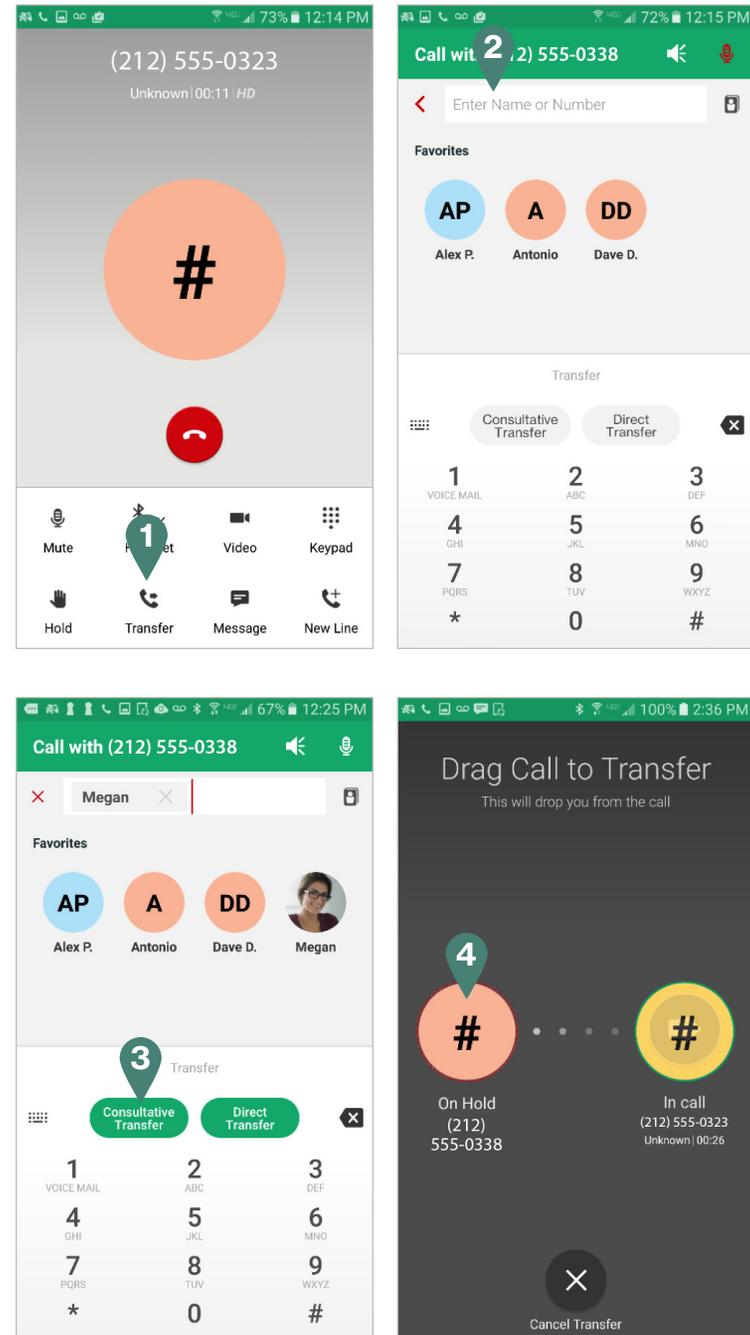
1. Tap **Transfer** while on an active call. The first caller is placed on hold.
2. Dial the number or select the contact to whom you wish to transfer the call. The transfer option buttons will turn from gray to green.
3. Tap **Direct Transfer** to immediately transfer the call to the new call recipient. The message will go away once the call connects.



Consultative Transfer

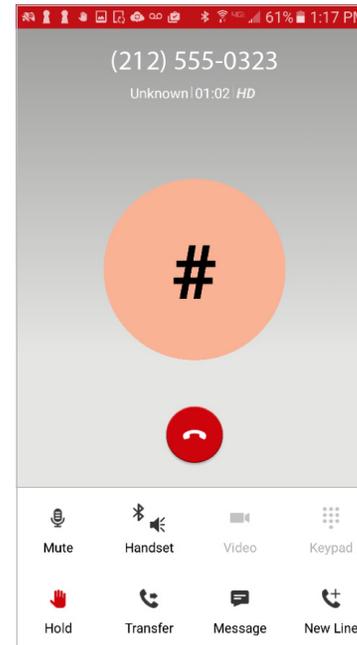
Consultative Transfer allows you to speak to the person before you transfer the call.

1. Tap **Transfer** while on an active call. The first caller is placed on hold.
2. Dial the 10-digit phone number or extension, or select the contact to whom you wish to transfer the call. The transfer option buttons will turn from gray to green.
3. Tap **Consultative Transfer**. The second call will be initiated. When the caller answers, advise them of the transfer.
4. To transfer the call, drag the **On Hold** bubble onto the **In Call** bubble to complete the transfer.



Placing a call on hold

To place an active call on hold, tap  **Hold** in the bottom left corner of your screen. The hold icon will turn red to indicate that the caller has been placed on hold.



Move a call.

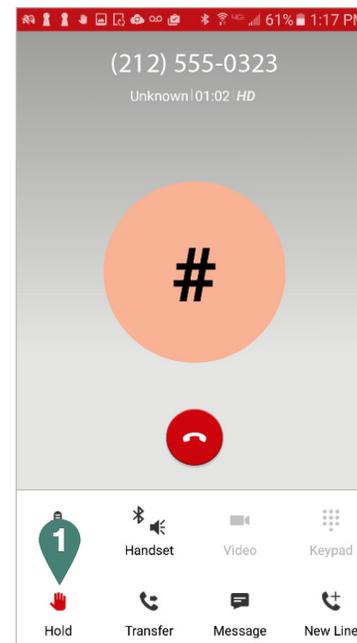
While on an active call using your One Talk number, you may move that call to any other One Talk device that shares your number.

From mobile app to another device:

1. Tap  **Hold** while on an active call.
2. Pick up the handset on your One Talk desk phone, and press the flashing **Line key** button. If you are on another One Talk mobile app, tap the bubble overlay to retrieve the call.

From desk phone to mobile app:

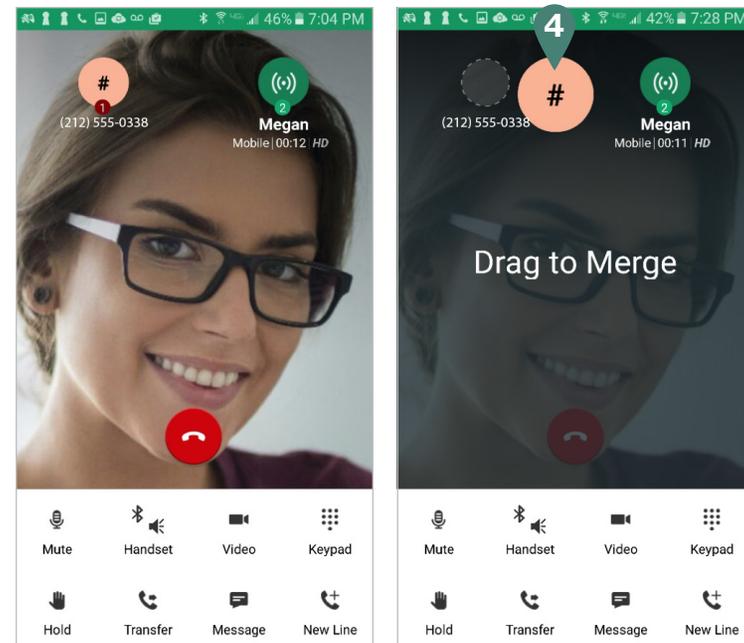
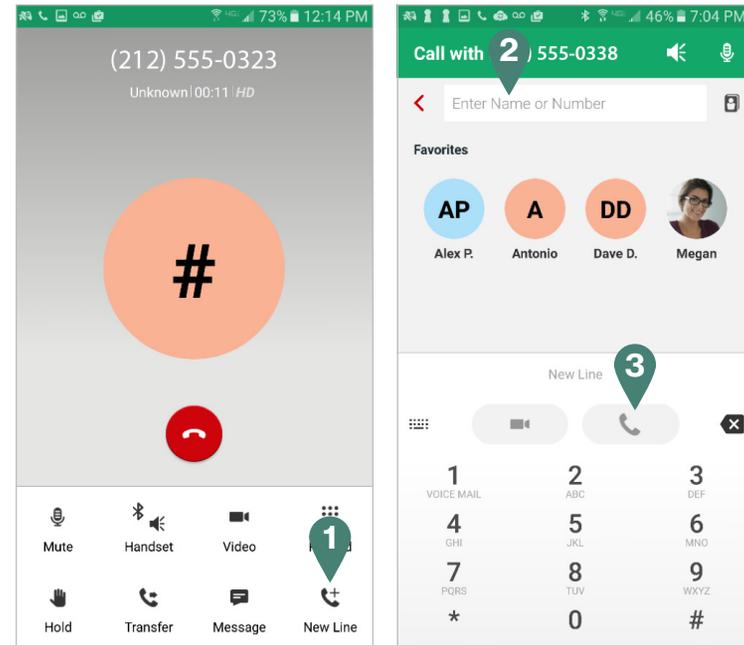
1. Place your active One Talk desk phone call on hold.
2. Tap the **Active Line** bubble overlay on your One Talk mobile app.
3. Tap **Retrieve** to continue the call.



Conference calls

One Talk 6-Way Conferencing enables you to have up to six different participants in a single conference call. During an active call, follow these instructions to add and merge up to four more calls to your conference.

1. While on an active call, tap  **New Line** in the bottom right corner of your screen. The current call will be placed on hold.
2. Enter the 10-digit phone number or extension, or select the contact you wish to add to the conference call.
3. Tap  to place the call.
4. When the new participant answers the call, inform the user that you are about to place him or her in a conference call. Then, drag the call on hold (red bubble) over the new caller (green bubble) to merge all callers into one conference call.
5. You can repeat this process until a maximum of six participants is reached.



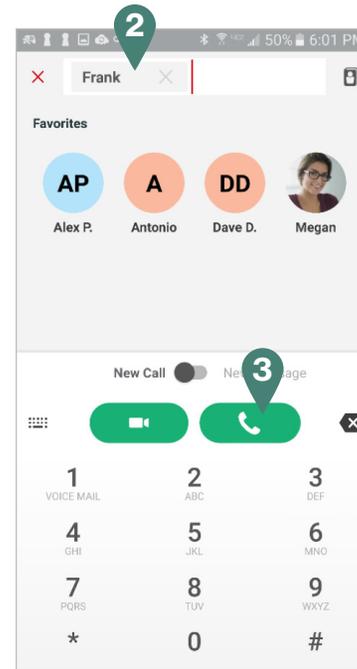
Video calling

You can place and receive video calls between any two video-capable devices over either a 4G LTE or Wi-Fi connection. For video over Wi-Fi, make sure you are connected to a Wi-Fi network by looking for the Wi-Fi icon at the top of your screen. Network settings are handled via the settings feature of your Android device, and not through the One Talk mobile app.

Make a video call.

1. Launch the One Talk mobile app and tap the **Calls** tab if it is not already selected.
2. Enter the 10-digit phone number or extension, or select a number from your history or contact list.
3. Press  **Video** to initiate the video call.

Note: One Talk automatically senses if the device you are calling is video-enabled. If the video button is gray , you may start with a voice call by tapping the green phone button  and later add video by tapping **Video**.



Switch from video to voice call.

At any time during an active video call, you can stop transmitting video by tapping **Stop Sharing**.

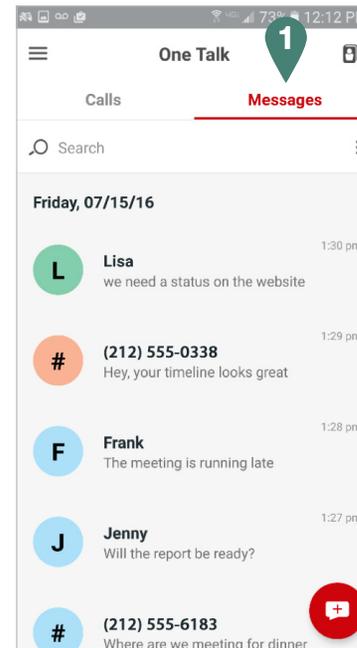
Add video to voice call.

You can add video to an active voice call by tapping  **Video**. The called party will receive a request to join by video. Once accepted, the call will include two-way video.

Messaging

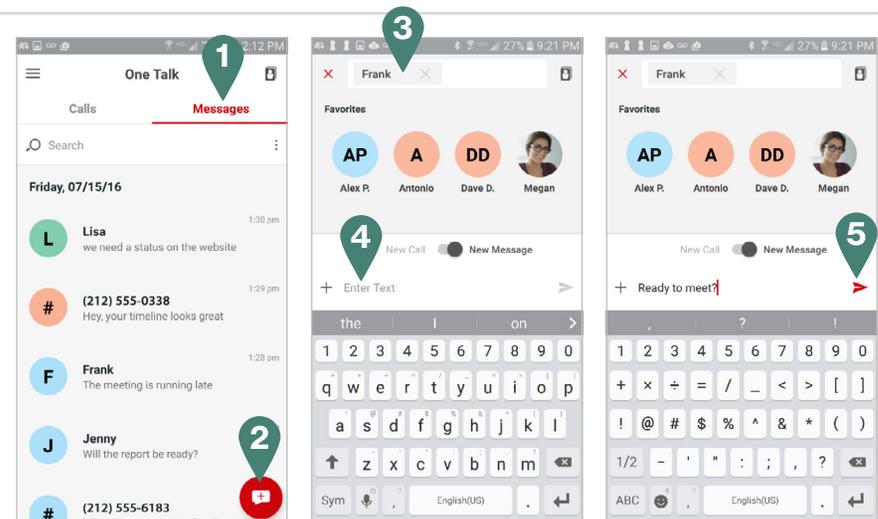
View text messages.

1. Launch the One Talk mobile app and tap the **Messages** tab if it is not already selected.
2. The Messages tab displays all your recent text conversations. Scroll and tap to select a message to view.



Create text messages.

1. Launch the One Talk mobile app and tap the **Messages** tab if it is not already selected.
2. Tap  **Message** in the bottom right corner of the screen.
3. Enter the name, 10-digit phone number or extension of the individual to whom you wish to send a text. You may also use the contacts list or favorites.
4. Tap the area marked **Enter Text** to move the cursor and compose your message using the keypad.
5. When ready, tap  to send message.

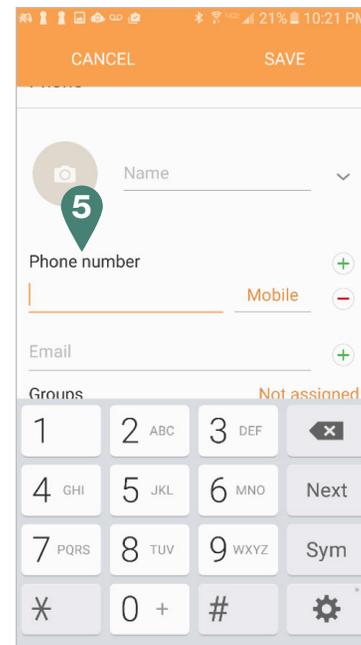
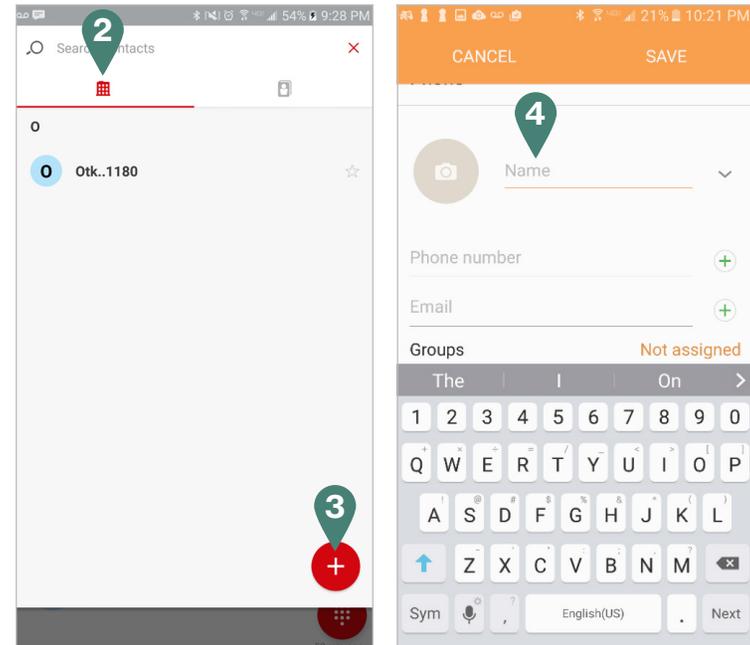


Contacts and address book

The One Talk mobile app provides two contact list folders: a business address book and a personal address book.

Add a contact to your business or personal address book.

1. Launch the One Talk mobile app and tap  **Contacts** in the upper right corner of your screen.
2. Tap either  **Business** folder or  **Personal** folder to associate the contact.
3. Tap  **Add Contact** in the bottom right corner of your screen to open the Add Contact page.
4. Tap the **Name** input field and type new contact name using the keypad.
5. Scroll down to enter phone numbers or an email address, or to assign the contact to a group.
6. Tap **Save** to save all changes.



Deactivate device(s).

1. Launch the One Talk mobile app.
2. Tap **≡ Menu** in upper left corner of your screen.
3. Tap **Features & Settings** at the bottom.
4. Tap **De-Activate Device(s)**.
5. Tap the description of the device(s) you wish to deactivate or select **De-Activate All** to deactivate all devices.
6. Remove the device(s) selected by tapping **Confirm**.

Learn more.

For more information, visit
www.onetalk.com

Version and licensing information

Follow these instructions to check licensing information and version number of your One Talk Android app:

1. Launch the One Talk mobile app and tap **≡ Menu** in the top left corner of your screen.
2. Tap the **Feature & Settings** option on the menu.
3. Tap **About** to display current app version.
Tap **About > Licenses** for license information.

Sharing your One Talk number with Verizon One Talk desk phones

Verizon One Talk desk phones

The One Talk Android mobile app is compatible with the following desk phones from Verizon:

- One Talk T41P IP Desk Phone, Basic
- One Talk T46G IP Desk Phone, Medium and T46GW IP Desk Phone, Medium Wi-Fi
- One Talk T49G IP Desk Phone, Executive Video
- One Talk CP680 Conference Phone

One Talk-capable desk phone must be purchased from Verizon to support some of these features. Features available on select phones. Activation of the One Talk feature and broadband connection is required. Network details & coverage maps at vzw.com. © 2017 Verizon. UG0170217