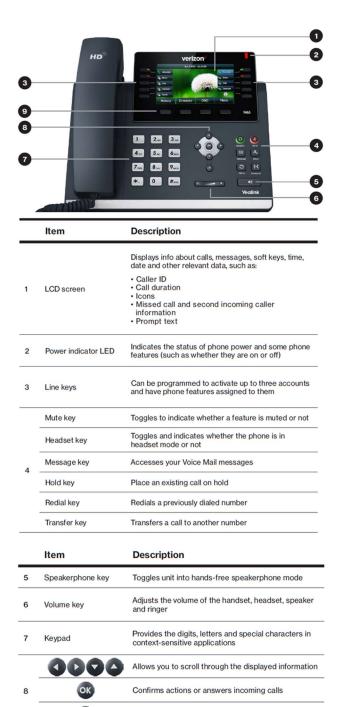
One Talk Phone Quick Guide



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

Soft keys

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• Press the message key on the phone console (Looks like an envelope).

Cancels actions or rejects incoming calls

Can be customized as shortcuts to specific features

- Select your preferred language
- Create a four-digit passcode

X

• At the voice prompt, record your name Select a greeting, either personalized or standard

