Quick reference guide

**One Talk from Verizon CP920
IP Conference Phone**
verizonwireless.com/support/one-talk/

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Basic call features

Placing a call

Do one of the following:

Press $\boxed{c}$, enter the phone number and then press $\boxed{c}$, $\boxed{\text{oκ}}$, $\boxed{\#_{\text{send}}}$ or the **Send** soft key.

OR:

Enter the phone number.

Press $\boxed{c}$, $\boxed{\text{oκ}}$, $\boxed{\#_{\text{send}}}$ or the **Send** soft key.

Answering and ending a call

Press $\boxed{c}$, $\boxed{\text{oκ}}$ or the **Answer** soft key.

To end a call, press $\boxed{\frown}$ or the **More** –> **End Call** soft key.

Note: You can reject an incoming call by pressing the **Ignore** soft key.

Call mute and unmute

Press $\boxed{\text{🔇}}$ to mute and unmute the microphone during a call.

Call hold and resume

To place a call on hold:

Press the **Hold** soft key during an active call.

- To resume a call on hold, press the **Resume** soft key.
- For more than one call on hold, press $\boxed{\blacktriangle}$ or $\boxed{\blacktriangledown}$ to scroll to the desired line key and press the **Resume** soft key.

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Call transfer

Press the **Transfer** soft key during an active call. The call is placed on hold.

Direct transfer

1. Enter the number to which you want to transfer.
2. Press the **Direct** soft key.

Consultative transfer

1. Enter the number to which you want to transfer, and then press the **Consult** soft key.
2. Press the **Transfer** soft key when the second party answers.

Call forwarding

To enable call forwarding:

1. Press the **Menu** soft key when the phone is idle, and then select **Features** –> **Enter**.
2. Use ⌃ and ⌄ then **Enter** to select the desired forward type, and then select **Enter**.

   • **Always forward** — Incoming calls are forwarded unconditionally.

   • **Busy forward and No answer 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. Press the ◀ or ▶ soft key to enable the feature.
4. Enter the number to which you want to forward.
5. Press the **Save** soft key to disconnect all parties.

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Conference calling

1. Press the **Conference** soft key during an active call. The call will be placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key.
3. Press the **More** –> **Conference** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the ⌢ or press the **End Call** soft key to disconnct.

Voicemail

To set up voicemail:

1. Dial *86 and press **Send** to connect to the voicemail box.
2. Select your preferred language (1 for English).
3. Create a password (must be a four-digit number)
4. Record your name.
5. Select a greeting, either personalized or standard.

Call recording

You can insert a USB flash drive into the USB port on your phone to record active calls.

To record audio calls:

1. Press the **More** soft key, and then tap the **StartREC** soft key during an active call.
2. Tap the **PauseREC** soft key to pause recording; tap the **Resume** soft key to resume recording.
3. Tap the **StopREC** soft key to stop recording. The recorded file will be saved. If you end a call during recording, the recorded file will be saved automatically.

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Customizing your phone

Call history

1. Press the **History** soft key when the phone is idle, then press ⌃ or ⌄ to scroll through the list.
2. Select an entry from the list; then you can do the following:
   - Press the **Send** soft key to place a call.
   - Press **Delete** soft key to delete the entry from the list.

Contact directory

To add a contact:

1. Press the **Directory** soft key when the phone is idle, and then press **Enter** for **All Contacts**.
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.
4. Press the **Save** soft key to accept the change.

To edit a contact:

1. Press the **Directory** soft key when the phone is idle, and then press **Enter** for **All Contacts**.
2. Press ⌃ or ⌄ to select the desired contact, tap the **Option** soft key and then select **Delete** from the prompt list.
3. Press the **OK** soft key when "Delete selected item?" is displayed on the LCD screen.

Note: You can add contacts from call history easily. For more information, refer to "Call history" above.

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Volume adjustment

- Tap ◀− or ◀+ during a call to adjust the receiver volume.
- Tap ◀− or ◀+ when the phone is idle or ringing to adjust the ringer volume.
- Tap ◀− or ◀+ to adjust the media volume in the corresponding screen.

Setting ringtones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings** –> **Basic Settings** –> **Sound** –> **Ring Tones**.
2. Press ▲ or ▼ to select **Common** or the desired account, and then press the **Enter** soft key.
3. Press ▲ or ▼ to select the desired ring tone.
4. Press the **Save** soft key to accept the change.