



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 the **Delete** soft key to delete the entry from the list.Press the **Option** soft key for **Details, Adding Contacts, Adding to Blacklist** and **Deleting All**.

Contact directory



To add a contact:

1. Press the **Directory** soft key when the phone is idle, and then press **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 **Add** soft key to accept the change.

To edit a contact:



1. Press the **Directory** soft key when the phone is idle, and then press **All Contacts**.
2. Press  or  to select the desired contact, press the **Option** soft key and then select **Detail** from the prompt list.
3. Edit the contact information.
4. Press the **Save** soft key to accept the change.

To delete a contact:





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

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

Volume adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  when the phone is idle to adjust the ringer volume.

Set Ring Tones

1. Press **Menu** soft key when the phone is idle, and then select **Basic** -> **Sound** -> **Ringtones** -> **Common**.
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.

Quick Reference Guide

verizon[✓]

One TalkSM T41P IP Desk Phone, Basic

www.verizonwireless.com/Support/One-Talk/

Basic call features

Placing a call


Using the handset:

1. Pick up the handset, enter the phone number and press the **Send** soft key.

Using the speakerphone:



1. With the handset on-hook, press , enter the number and press the **Send** soft key.

Using the headset:

1. With the headset connected, press  to activate the headset mode, enter the number and press the **Send** soft key.






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

Answering and ending a call

- When using the speakerphone, press  to answer.
- When using the headset, press  to answer.
- To end a call press **End Call**.

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

Redial

- Press  to enter the **Placed** call list, press  or  to select the desired entry, and then press  or the **Send** soft key.
- Press  twice when the phone is idle to dial out the last dialed number.

Call mute and un-mute

- Press  to mute and un-mute 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 the call, do one of the following:

- For only one call on hold, press the **Resume** soft key.
- For more than one call on hold, press the desired line key.


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 **Transfer** soft key.

Consultative transfer

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

Call forwarding

To enable call forwarding:

1. Press the **Features** soft key when the phone is idle, and then select **Call Forward** -> **OK**.
2. Use  and  then **OK** to select the desired forward type:
 - Always Forward** – Incoming calls are forwarded unconditionally.
 - Busy Forward** – All incoming calls will be forwarded.
 - No Answer Forward** – Incoming calls are forwarded if not answered after a period of time.
3. Enter the number to which you want to forward.
4. Press the **Save** soft key to accept the change.
 - Example: For no Answer Forward, to select press  or  then **OK**,  and  to **Enable**, enter **Forward** to number, use  and  to set Number of Rings.

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 **Conference** soft key again when the second party answers. All parties are now joined in the conference.
4. Press the **End Call** soft key to disconnect all parties.

Speed Dial

To configure a Speed Dial key:

When the Phone is idle

1. Press and hold an **Unused Line** key until the setting screen displays.
2. Select the **Type** as Speed Dial and enter the number and the name to be displayed on the speed dial button.
3. Click **Save**.

You can now use this line key to initiate the preset speed dial.

To use the Speed Dial key:


Press the corresponding **Line** Key to dial out the preset number.

Voice mail

Set up voicemail:

1. While the phone is idle, press **Message** button.
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.

To listen to voice messages:

1. Press  or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.