

Verizon One Talk DECT IP Phone

W60B Base Station and W56HV Handset

verizonwireless.com/support/one-talk/








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Basic call features






Place calls.

You can place calls in the following ways:







- **Keypad:** Enter number and press .
- **Speakerphone:** Press  and enter number.
- **Directory:** Press , select **Directory > Local**, select contact number and press .

Note: Press  to toggle the speakerphone on or off. A speakerphone icon appears on the handset display when it's in speakerphone mode.



Answer and end calls.

- Press , , or the **Answer** soft key to answer calls in normal mode.
- Press  to answer calls with the speakerphone.
- To ignore an incoming call, press the **Ignore** soft key.
- To reject an incoming call, press .
- To end a current call, press .

Redial.

- Press  twice to redial the last number dialed.
- Press  once to display the latest numbers dialed, use  or  to highlight the desired number and press  or  to make the call.

Mute and unmute calls.


Press  to mute the microphone during a call. Press  again to unmute it.

Hold and resume calls.

To place a call on hold:

Press the **Options** soft key during a call and select **Hold**.


To resume the call, do one of the following:

- For only one call on hold, press  or the **Resume** soft key.
- For two calls on hold, press **▼**, **▲** or the **Swap** soft key to switch between two calls.


Note: When a call is on hold, placing the handset in the charger cradle will not end the call.

Move calls.

To move a call from a handset to another smartphone or handset sharing the same number, press **Options** followed by **Hold**. This places the call on hold until you can resume the call on another device that shares the same number.

To pick up a call placed on hold on another device, press  to resume the call.

Transfer calls.

To transfer a call, press  during an active call, enter the number you want to transfer the call to or select one from the directory, press the **Options** soft key that appears, and then do one of the following:

- For a direct transfer (transferring a call without talking to the called party), press the **Transfer** soft key.



- For a semi-attended transfer, press , or to dial out and then press the **Transfer** soft key when you hear the line ring.
- For a consultative transfer (transferring a call after talking to the called party), press , or to dial out and then press the **Transfer** soft key when the call is answered.

Forward calls.

To turn on call forwarding for a specific line:

1. Press navigation key and select **User Setting > Call Forward**.
2. Press , use or and press the **OK** soft key to choose from one of the following forwarding types:
 - **Always** – Immediately forwards all incoming calls.
 - **Busy** – Forwards incoming calls when the line is busy.
 - **No Answer** – Forwards incoming calls not answered after a set period of time.
3. Use or to change status to **Enabled**.
4. Use or to select the number in the **Target** field you want to forward the incoming calls to and press the **Save** soft key to save the setting.
 - a. For **Forward No Answer**, press or in the **Number of Rings** field to select how many rings to wait before forwarding.
5. Press **Save** to save the change.

Conference calling

Set up a local conference call with two other parties by doing the following:

1. Place a call to the first party.
2. Press the **Options** soft key and select **Conference**.

3. Call the second party and after they answer press **Conference** again.
4. Press the **End** soft key to end the conference call.

Note: To set up conference calls with more than three parties, refer to the user guide for information on configuring and using the Network Conference feature.

Customizing your phone

Personalize handset name.

1. Press **OK** to enter the main menu and select **Settings > Handset Name**.
2. Change name in the **Rename** field to a name you want.
3. Press the **Save** soft key to save the new name.

Note: Press **#** to change case type from the sentence case default (Abc) to either all uppercase letters, all lowercase letters or numbers.

Adjust volume.

- Use **◀** or **▶** to adjust the ringer volume when the handset is idle or ringing.
- Use **◀** or **▶** to adjust the volume of the speakerphone/earpiece/earphone during a call.

Change ringtones.

Press **OK** to enter the main menu and select **Settings > Audio > Ring Tones > Melodies**.


1. Use **◀** or **▶** to highlight the **Intercom Call** option or the desired line.
2. Use **▼** or **▲** to select the desired ring tone.
3. Press the **Save** soft key to save the new ringtone.



Add contacts to directory.

1. Press ▼ directory shortcut key and select **Local Directory**.
2. Press the **Options** soft key and select **New Contact**.
3. Enter the desired values in the **Name, Office, Mobile** and **Other** fields.
4. Press the **Save** soft key to save the contact information.

Set up speed-dial numbers.

1. Press  to enter the main menu.
2. Select **Settings > Telephone > Speed Dial**.
3. Use ▼ or ▲ to choose the button you want to assign from the list of available buttons and then press the **Assign** soft key.
4. If you have multiple contact directories, use ▼ or ▲ and press the **Enter** soft key to choose which directory to use.
5. Select the desired contact from the directory.
6. Press the **OK** soft key to assign the contact's number to the chosen speed-dial button. If the contact has multiple numbers, use ▼ or ▲ and press the **OK** soft key to choose the desired number.

Notes:

- To assign a number to speed dial, it needs to exist in your handset's Local Directory or your network's Remote Phone Book.
- The **1** key is reserved for quick calls to voicemail.

Vicemail

Set up voicemail.

1. Press **☰** to enter the main menu and select **Voice Mail > Set Voice Mail**.
2. Use **◀** or **▶** to select **Enabled** from the **Status** field.
3. Enter the voicemail access code in the **Number** field and press the **OK** soft key.

Listen to messages.

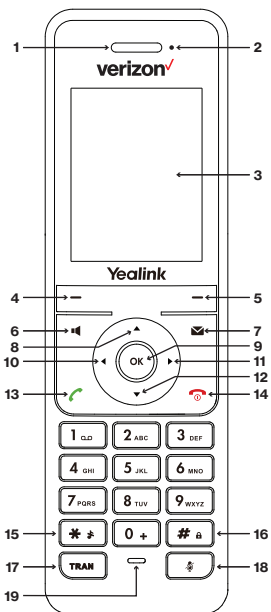
1. Press **1** and hold for five seconds.
2. Follow the voice prompt to listen to your voicemails.

View call history.

1. Press the **History** soft key.
2. Use **◀** or **▶** to switch among **All Calls, Missed Calls, Placed Calls** and **Received Calls**.
3. Use **▼** or **▲** to highlight a desired entry.
4. Press the **Options** soft key and select **Detail** to view the details of the selected call.

Handset features and shortcuts

Use the following shortcut keys to access the phone's frequently used features.



1. Earpiece speaker
2. Power indicator LED
3. LCD display screen
4. Press left soft key – to access call history.
5. Press right soft key – to check line status.
6. Press to toggle speakerphone on and off.
7. Press to check missed calls and voicemail.
8. Press to place an intercom call to other handsets.
9. Press to enter main menu.
10. Press to decrease ringer volume.
11. Press to increase ringer volume.
12. Press to access contact directory.
13. Press to make a call.
14. Press to end a call or go back to a previous menu screen. Also, hold down to power the handset on or off.
15. Press to enter special characters.
16. Press to switch to different input modes.
17. Press to initiate a call transfer.
18. Press to mute and unmute handset microphone.
19. Microphone



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