

# One Talk Basic Dialer for iOS and Android

Give customers an intuitive mobile-dialing experience.



**Mobility is at the core of your customers' business model. And everything they do is centered on delivering the best experience during every interaction. To do it right, they need easy-to-use, mobile-first communication solutions that work together with their bring-your-own-device (BYOD) initiatives. That's exactly what One Talk<sup>SM</sup> Basic Dialer gives Verizon Wireless customers.**

With Basic Dialer on their qualified iOS or Android<sup>®</sup> mobile devices, customers use a single mobile device number (MDN). They get one dedicated business number to make and receive business calls from their smart devices. This makes Basic Dialer easy to set up and delivers a more familiar dialing experience. With Basic Dialer included on your customers' Verizon Wireless smart devices, One Talk features are automatically controlled using their devices' standard dialing interfaces.

Basic Dialer adds One Talk functionality to your customers' iOS or Android devices, so they can:

- **Use one MDN.** They get a single-line One Talk mobile experience on their smart devices.
- **Dial for features.** Get quick access using feature access codes (FACs), plus common iOS or Android features.
- **Activate line sharing.** They can make their One Talk line work with One Talk desk phones and One Talk apps on smartphones and tablets.

Basic Dialer supports your customers' devices and MDN for One Talk group features across the business to:

- Bridge the MDN to a receptionist or other employee.
- Use features like Auto Receptionist, Hunt Group, Scheduling, Simultaneous Ring, Group Caller ID and more.

Basic Dialer works for both mobile-only and multiple-device users.

- **Mobile-only.** Use your Verizon Wireless smartphone as your business number. When you use your mobile device as your primary business number, no One Talk Mobile App is required.
- **Multiple-device.** Share a One Talk line with other compatible devices. Take calls on your Android or iOS mobile device, One Talk desk phone and the One Talk Mobile App on your smartphone or tablet.

## What's the Basic Dialer for iOS user experience like?

Basic Dialer looks and acts the same as the consumer iPhone<sup>®</sup> dialer. And features are accessed with FACs, such as \*\*72 to Call Forward Always.

How to use One Talk business features with Basic Dialer for iOS:

- **It's different than the One Talk Mobile App and Enhanced Dialer.** The steps or features that differ are the following: Call Move, Place Call, View Text Message, Call Setting (limited), Calling Features (FACs) and Messages (create and read). For example, with Call Move on Basic Dialer, customers dial \*\*11 to take a call from their desk phone instead of pressing the Hold button.
- **What's not available with Basic Dialer?** Multiple Line Appearances (bubbles), Transfer, Place Video Call and Manage Devices.

- **FaceTime® and iMessage® are supported between iPhone users.** However, FaceTime does not allow video calling with One Talk desk phone users.
- **Basic Voice Mail is accessed by dialing \*86.** The user then enters \*codes for functions like Play, Delete, etc. Visual Voice Mail can be added to the service for more advanced voice mail functions.

Basic Dialer for Android main business features:

- **Move Call.** Dialing \*\*11 pulls an active call from desk phone.
- **Hold.** Not available.
- **Transfer.** Not available.
- **Two Line Appearances.** But there's no indication of busy from desk phone or One Talk app.
- **Conference.** Press **Add call**, connect, and then press **Merge calls** for each new party.
- **Call Forward Always.** \*\*72 turns it on and \*\*73 turns it off.
- **All Group features.** Auto Receptionist, Hunt Group and Bridged Lines.
- **Video Calling.** Upgrade from voice call.
- **Messaging.** Use with common messaging apps.

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**Learn more.**

For more information about One Talk, please contact your Verizon Wireless business specialist or visit us at [onetalk.com](http://onetalk.com)

**One Talk Basic Dialer is available on the following devices:**

**Verizon smartphones – Enhanced Dialer**

Verizon Wireless mobile number (must have Verizon Wireless service) on the following devices:

- Samsung Galaxy S® 6
- Samsung Galaxy S6 edge
- Samsung Galaxy S7
- Samsung Galaxy S7 edge

**Verizon smartphones – iOS Basic Dialer**

- iPhone SE, iPhone 6 (and 6 Plus), iPhone 6s (and 6s Plus), iPhone 7 (and 7 Plus), iPhone 8 (and 8 Plus), iPhone X

**Verizon smartphones – Android Basic Dialer**

- Kyocera® DuraForce PRO®
- LG V20™
- Google Pixel™
- Google Pixel XL
- Google Pixel 2
- Google Pixel 2 XL
- Motorola moto z force droid edition
- Motorola moto z droid edition
- Motorola moto z play droid edition
- Motorola moto z<sup>2</sup> play
- Motorola moto z<sup>2</sup> force
- Samsung Galaxy J3 Eclipse®
- Samsung Galaxy S8, S8+
- Samsung Galaxy Note8
- Samsung Galaxy S9/S9+