



**Vodafone One Net Manager  
Quick Start Guide  
For administrators**

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# What is One Net Manager?

One Net Manager is a self-care web portal that lets you set up and manage your One Net Business service.

With One Net Manager, you're in control of making changes to your organisation's One Net Business service. You can make changes as and when they're required, from creating a new One Net Call Centre to adding a new user and personalising their desk phone.

As an administrator, you are responsible for managing users and services.

## Managing users includes:

- Adding and deleting users as people join and leave the organisation
- Setting up services for users, such as shared lines
- Personalising users' desk phones
- Helping users with their call services and settings

## Managing services includes:

- Creating groups for users, such as pickup and park call groups
- Setting up site services such as call centres, on-hold music and auto-attendants
- Creating time and holiday schedules, such as business hours and shift patterns, for user and site services that depend on days and times



## Supported browsers

Internet Explorer® 10 or later

Firefox® 49 or later

Chrome™ (latest version)

Safari® 10 or later

Microsoft Edge 38 or later

## Administration of One Net Business

One Net Business allows two levels of administration: enterprise and site. A single enterprise administrator oversees the organisation-wide use of One Net Business. If your organisation is spread across several offices or other locations, Vodafone will typically set up your One Net Business system as a number of 'sites'. A site administrator is assigned to manage the needs of each site. The difference between these two roles is defined by One Net Manager, a web application that provides different views and sets of functions for each type of administrator.

# Accessing One Net Manager

One Net Manager is an application that you access on the internet, so you don't need to download or install anything.

You access One Net Manager using the following link and logging in with your One Net Business username and password.

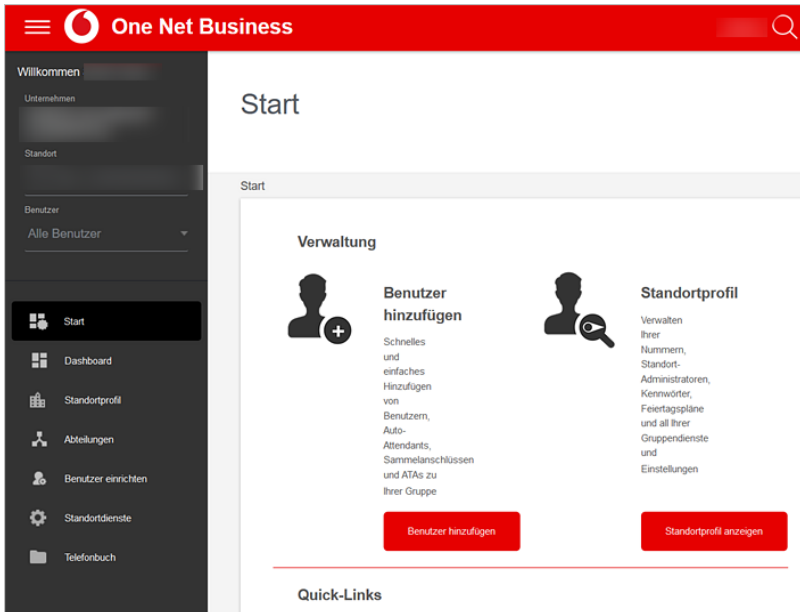
<https://portal.onenetbusiness.vodafone.de/auth/login>

# Navigating between administrator and user settings

One of the site administration functions is to view and modify a user's call service and profile settings. You can do this by changing your view to that of the user.

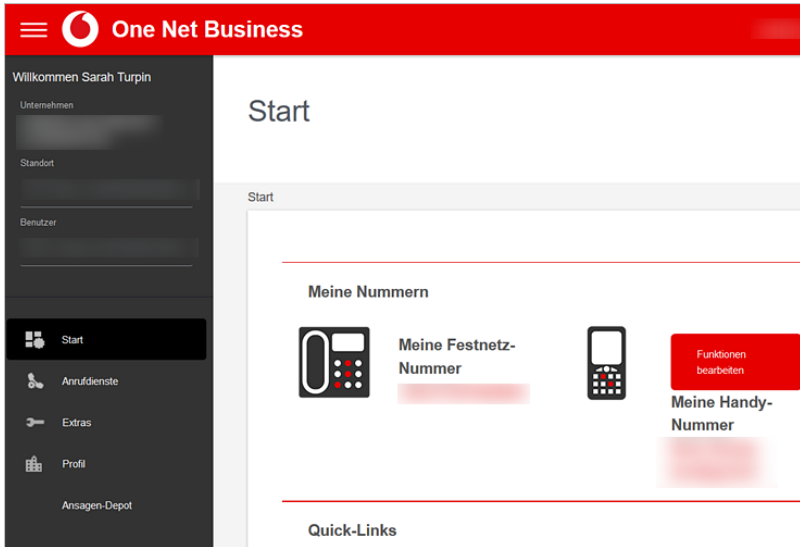
## Using One Net Manager as a site administrator

When you log on to One Net Manager as a site administrator, the tabs show the top level site administration options. When you select a tab, the menu bar displays the next level options. Each option may have a drop-down list if it has more than one item.



## Changing to a user view

- Select the user from the **Benutzer** list.  
Your view will change to the view that the user has when they select **Anrufdienste** in One Net Manager. You can modify the user's call service and profile settings as required.



## Changing to a site administrator view

- Select **Standort**.

### Using One Net Manager as an enterprise administrator

When you log on to One Net Manager as an enterprise administrator, the tabs show the top level enterprise administration options. When you select a tab, the menu bar shows the next level options. Each option may have a drop-down list if it has more than one item.

As well as performing the enterprise administration functions, you can act as a site administrator. As a site administrator, you can view and modify the call services and profile settings for the users assigned to a site.

## Changing to a site administrator view

- Select the required site from the **Standort** list.  
The screen changes to show the site administration options.



# Using the site dashboard

Administrators can view the One Net Business users and virtual users at a site by using the dashboard screen.

The dashboard displays an overview of the status and key settings for the users at your site. The users and virtual users are listed and grouped separately.

Benutzer

Suchen (Rufnummer und Durchwahl):  SUCHEN

NAME	RUFNUMMER	EINSTELLUNGEN	GERÄT
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞
[blurred]	[blurred]	⚙️	📞

Angezeigt: 1-12 von 18 Benutzer [WEITER >](#)  
[ALLE ANZEIGEN](#)

# Managing users

During the initial setup of One Net Business for your organisation, Vodafone creates user accounts for all the people in your organisation and assigns each user to a site. Once the service is in operation, an administrator manages the users, and can add and delete users as people join and leave the organisation.

Administrators can:

- Add, delete and deactivate users
- Change a user's assigned licences and device details
- Create new login details for a user's desk phone if they have a new phone or need to log in again
- Change a user's settings and profile information, such as password and privacy settings

When you add a new user to your site, you specify the licences they need and the phone number and type of desk phone they will use. If the user has a One Net Business mobile, you also add their mobile phone number and contract number.

The user is created in a 'Pending' state, which means they can make but not receive calls. When Vodafone has activated the user, it changes the state to 'Activated' and the user can receive calls. If the user can't be activated, their state shows as 'Failed'. Contact the One Net Business team for advice.

## Adding a new user

1. If you're an enterprise administrator, select the required site.
2. Select **Benutzer einrichten**.
3. Select **Benutzer hinzufügen**.
4. Select an available phone number from the list.
5. From **Lizenztyp**, select a type of user.
6. From **Erweiterte Optionen**, select any additional services that the user needs.



### Supervisor service

The supervisor service needs to be enabled only for users who want to use One Net Call Centre as supervisors. Users who don't have this service enabled can still be assigned as supervisors in the call centre configuration.

7. Enter the following details for the new user:
  - First name
  - Last name



### Maximum number of characters

The maximum number of characters is 23 for the first name and 30 for the last name.

8. Enter an email address of the user.
9. If you want to use an extension number different than the default, in **Durchwahl**, change the extension number.  
By default, the new user's extension is the last four digits of their phone number.
10. From **Gerätetyp**, select the device assigned to the user.
11. If the user has a One Net Business mobile phone, enter the mobile phone number and the contract number.
12. Select **Benutzer hinzufügen**.  
The user's desk phone login details are displayed on the screen. You need to make a note of these so they can be used to log in to the phone. Select **Weiter** when you have done this.

## Changing the settings for a user

In the dashboard, you can view and change a user's profile and call services.

1. If you're an enterprise administrator, select the required site.
2. Select **Dashboard** and select the **Einstellungen** button for the user.
3. Change the required services and select **Speichern**.
4. To view all the user's call services, select **Alle Dienste anzeigen**.  
A new window opens to show the user's call services. You can modify the user's call and profile settings as required.



### Enable pop-up windows

Depending on your browser, you may need to enable pop-up windows to see the user's call services page.

## Managing site services

There are three types of site service in One Net Business.

- Groups for users, such as pickup call groups
- Virtual users, such as auto-attendants
- General services that can be used by all users on the site, such as on-hold music

### User group services

The user group services are:

- Pickup call groups
- Park call groups

### Virtual user services

The virtual user services are:

- Auto-attendants
- Call centres

- Hunt groups
- Instant group call groups
- Analogue phone adapters
- My Room

## General services

The general site services are:

- On-hold music
- Forwarding site calls
- Caller ID settings
- External extensions

An administrator can also create time and holiday schedules, such as business hours and shift patterns, which can be used in user and site services that depend on days and times.

## About virtual users

Virtual users are services that perform user actions like making and receiving calls.

Virtual users can be assigned user call services, such as voicemail and forwarding call services.

Administrators can:

- Add and delete virtual users and change their configuration settings using the **Benutzer einrichten** tab
- Set up virtual users, for example add users to hunt groups and create menus for auto-attendants, in the **Profil** tab
- Use the **Dashboard** to view virtual users and perform quick updates to their settings
- View and modify a virtual user's call service settings using the **Anrufdienste** tab