

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

Contents

| | |
|---|----|
| What is One Net Manager? | 1 |
| Supported browsers | 1 |
| Accessing One Net Manager | 3 |
| Viewing your available services | 3 |
| Your Anrufdienste page | 4 |
| Finding phone numbers | 5 |
| Viewing the company phone book | 5 |
| Viewing or updating your personal phone book | 5 |
| Changing the settings for your call services | 6 |
| Feature access codes | 6 |
| Using feature access codes | 6 |
| Examples of using feature access codes | 7 |
| Speed dial numbers | 8 |
| Using a speed dial number | 8 |
| Viewing and updating your speed dial numbers | 8 |
| Forwarding calls | 9 |
| Forwarding all calls to another number | 10 |
| Forwarding calls to another number when you're busy | 10 |
| Forwarding all calls to another number when there's no answer | 11 |
| Forwarding calls to another number when you're unreachable | 11 |
| Forwarding selected calls to another number | 12 |

Setting up personal greetings13

 Recording and adding greetings 13

 Adding and activating a personal greeting13

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.

[Read more about One Net Manager >](#)

With One Net Manager you're in control of your One Net Business service. You can:

- Activate and configure your call services, for example setting up rules for forwarding calls and recording voicemail greetings
- Set up speed dial numbers
- Find phone numbers and feature access codes

One Net Manager integrates with the other One Net Business applications, such as One Net Call Centre, and with your One Net Business devices. For example, if you activate rejecting anonymous calls in One Net Manager, you won't receive anonymous calls in any One Net application or on any of your devices.



Supported browsers

Internet Explorer® 10 or later

Firefox® 49 or later

Chrome™ (latest version)

Safari® 10 or later

Microsoft Edge 38 or later

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>

You don't have to do anything else before you start using One Net Manager, but you might want to check which call services have been assigned to you. You might also like to learn a bit more about the interface and some of its features and benefits.

[Read more about accessing One Net Manager >](#)

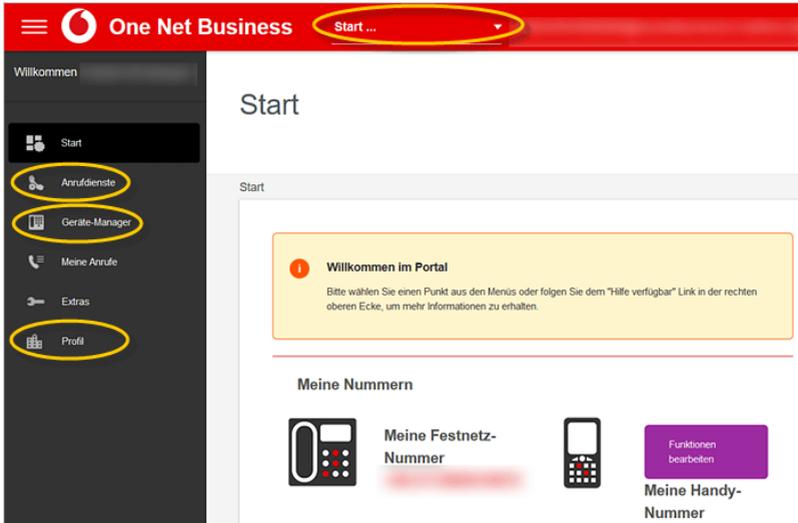
Viewing your available services

When you start using One Net Business, you are assigned a set of call services. If a service isn't listed or is disabled on the **Anrufdienste** page in One Net Manager, it means you don't have that service assigned to you. You should speak to your administrator if you need any services that you don't have assigned.

[Read more about call services >](#)

To view your available services, select **Anrufdienste**.

Your Anrufdienste page



| Screen area | Description |
|-----------------------|--|
| Start ... | Open other applications such as One Net Call Centre and One Net Receptionist. |
| Hilfe | Display help about the page in One Net Manager you're currently viewing. |
| Anrufdienste | View and change your call service settings. |
| Anrufprotokoll | View and export a report of your incoming, outgoing and missed calls. You can enter a date range and phone number to search for. |
| Extras | View your organisation's phone book and other information. |
| Profil | Update your profile settings and view the One Net Business services assigned to you. |
| Diensttyp | Filter the call services displayed on the page. |
| Speichern | If you make any changes, select Save at the top or bottom of the page. |

Finding phone numbers

The main phone book lists your company's phone numbers and the people or services assigned to each number. However, if someone has activated their privacy settings, their details are not included. You cannot edit the phone book, but you can export its information to a PDF file.

[Read more about phone books >](#)

Viewing the company phone book

- Select **Extras > Telefonbuch**.

You can also store phone numbers for other contacts in a personal phone book. These contacts can be used in One Net Business applications, such as One Net Receptionist.

Viewing or updating your personal phone book

- Select **Anrufdienste > Eigenes Telefonbuch > Bearbeiten**.

Changing the settings for your call services

You can activate and configure your services from the **Anrufdienste** page. For services with configurable options, you must select **Bearbeiten** and enter the settings in a separate window before you can activate the service. Your settings can include rules that govern when and how the service behaves in specific situations.

You must select **Speichern** on the **Anrufdienste** page to make sure all your changes are saved.

[Read more about rules for call services >](#)

Feature access codes

Feature access codes (FACs) are codes that you can use to:

- Perform call services from your phone, such as picking up a call and pulling a call from one phone to another
- Activate or deactivate call services, such as do not disturb and call forwarding
- For some services, check whether the service is currently active

[Read more about feature access codes >](#)

Using feature access codes

- Select **Extras > Funktionszugriffscodes**.

Examples of using feature access codes

| Number dialled | Description |
|----------------|-------------|
|----------------|-------------|

| | |
|-----|--|
| *90 | „Umleiten bei Besetzt“ aktivieren |
|-----|--|

You decide you want any calls you receive when you're already on the phone to be handled by a colleague rather than going to voicemail. You dial *90 and hear a message asking you to enter the number you want to forward calls to. When you've entered your colleague's extension, you hear a message confirming that the service is activated.

| | |
|---------|--|
| *728071 | „Alle Anrufe an Durchwahl 8071 umleiten“ aktivieren |
|---------|--|

You want to work at another desk for the day and so you want to forward all your calls to the desk phone where you will be working. You know the extension is 8071, so you enter *728071 and hear a message confirming that the service is activated.

| | |
|-----|--|
| *73 | „Alle Anrufe umleiten“ deaktivieren |
|-----|--|

At the end of the day, you want to cancel the divert on your phone so your usual desk phone will ring when you receive a message. You dial *73 from your desk phone and hear a message confirming that the forward all calls service is deactivated.

Speed dial numbers

You can set up two-digit numbers that you can dial instead of full phone numbers or extensions. You can use your speed dial numbers on any of your devices, including your desk phone or mobile phone, or a device that's running the One Net app or is set up as a One Net Anywhere device.

[Read more about speed dial numbers >](#)

Using a speed dial number

To make a call, enter # and the speed dial number.

You can also set up your speed dial numbers to dial feature access codes. For example, if you set up speed dial number 01 to be the feature access code for forwarding calls when busy, then you can dial #01 instead of having to remember the right feature access code to use.

Viewing and updating your speed dial numbers

You can view and configure the speed dial list in One Net Manager.

- Select **Anrufdienste > Kurzwahl > Bearbeiten**.

Forwarding calls

There are a number of situations when you may want to forward incoming calls to another number or to voicemail.

You can set up call forwarding for the following situations:

| Feature | Action |
|--------------------------|--|
| Forward all calls | Forwards any call to another number |
| Forward when busy | Forwards calls to another number when you're busy on a call or if you have activated another service that blocks incoming calls, for example, do not disturb |
| Forward when unanswered | Forwards calls to another number if you don't answer before the number of rings that you set as the limit |
| Forward when unreachable | Forwards calls to another number if technical problems prevent One Net Business from connecting a call to your phone |
| Forward selected calls | Forwards calls to another number if a call meets the criteria you have specified in one or more rules |

[Read more about forwarding calls >](#)

Forwarding all calls to another number

1. Select **Anrufdienste > Alle Anrufe umleiten > Ein.**
2. Enter the number you want to forward your calls to. You can use digits and the - character. The phone number can begin with 0 or the + character, for example: +49 211-555-1111.
3. Select **Klingelzeichen abspielen, wenn ein Anruf umgeleitet wird** if you want to hear a brief ring tone and see details of the caller on your desk phone each time your phone forwards a call.



Desk phones only

The ring reminder only works on desk phones.

Forwarding calls to another number when you're busy

1. Select **Anrufdienste > Anrufe umleiten bei Besetzt > Ein.**
2. Enter the number you want to forward your calls to. You can use digits and the - character. The phone number can begin with 0 or the + character, for example: +49 211-555-1111.

Forwarding all calls to another number when there's no answer

1. Select **Anrufdienste > Anrufe umleiten bei Keine Antwort > Ein.**
2. Enter the number you want to forward your calls to. You can use digits and the - character. The phone number can begin with 0 or the + character, for example: +49 211-555-1111.
3. Choose how many times the phone should ring before it forwards the call. The number of rings you enter here is also used by voicemail and sequential ringing.



If multiple devices are assigned to one user, set the number of ringtones to at least 5. Otherwise, because of different signalling time, the phone may ring only once or not ring at all before forwarding the call.

Forwarding calls to another number when you're unreachable

1. Select **Anrufdienste > Anrufe umleiten, wenn nicht erreichbar > Ein.**
2. Enter the number you want to forward your calls to. You can use digits and the - character. The phone number can begin with 0 or the + character, for example: +49 211-555-1111.

Forwarding selected calls to another number

1. Select **Anrufdienste > Selektive Anrufumleitung > Ein.**
2. To choose which calls to forward, select **Bearbeiten.**
3. Enter the default number you want to forward your calls to. You can use digits and the - character. The phone number can begin with 0 or the + character, for example: +49 211-555-1111. This number will be used unless you specify another number in the rules you set up.
4. Select **Aktiv** to turn the service on.
5. Select **Klingelzeichen abspielen, wenn ein Anruf umgeleitet wird** if you want to hear a brief ring tone and see details of the caller on your desk phone each time your phone forwards a call.



Desk phones only

The ring reminder only works on desk phones.

6. Select **Regel hinzufügen ...** to enter the criteria for when forwarding selected calls is active.



One Net Business forwards only calls that meet all the specified criteria.

Setting up personal greetings

You can record personal greetings for when you're busy and unavailable that play when a caller is diverted to your voicemail.

If someone calls you when you are already on a call, the caller hears a recorded 'busy' greeting message. Similarly, if you do not answer a call within a certain number of rings, the caller hears an 'unavailable' greeting. One Net Business provides default greetings, but you have the option to add and use personal greetings instead.

[Read more about announcements >](#)

Recording and adding greetings

You can use One Net Manager to record your greetings, or you can use any other application that produces WAV or WMA audio files. Your recordings must not be longer than two minutes.

Adding and activating a personal greeting

1. Select **Anrufdienste > Eigene Begrüßung > Bearbeiten.**
2. Choose the type of greeting you want to add:
 - For a busy greeting, select **Eigene Begrüßung.**
 - For an unavailable greeting, select **Begrüßung bei Nicht verfügbar** or one of the options in the **Alternative Begrüßungen bei Keine Antwort** section.
3. Select the greeting you want to use.
The available greetings are the ones your administrator recorded or added, or the ones you added using the announcement repository.
4. Select **Speichern.**