



**Vodafone One Net app  
Quick Start Guide  
For iPhone®**

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# What is the One Net app?

Whether you're working at your computer or your laptop, on your mobile or on your tablet, the One Net app makes it easy for you to communicate and collaborate with your colleagues.

**[Read more about the One Net app \(English\) >](#)**

**[Read more about the One Net app \(German\) >](#)**

With the One Net app, you can keep in touch:

- Access your organization's directory.
- Make and receive voice calls or video calls.
- Move calls between your mobile and desk phone, or transfer calls to someone else.
- Forward incoming calls to someone else.
- Chat (exchange instant messages) with someone, or a group of people.
- Set up group calls and conference calls.

# Installing the One Net app

**[Read about installing the One Net app \(English\) >](#)**

**[Read about installing the One Net app \(German\) >](#)**

## **What do I need to do to get started?**

When you've installed the One Net app, enter your One Net Business username and password on the login screen. Now you're ready to start making calls.

# Logging in and out

## Logging in for the first time

You'll need your One Net Business credentials to log in to the One Net app.

1. Start the One Net app.
2. Select or enter your username.
3. Enter your password.
4. Select **Sign In**.

## Logging out

1. In the top left corner, select ☰.
2. At the bottom, select **Sign out**.

[\*\*Read more about logging in and out \(English\) >\*\*](#)

[\*\*Read more about logging in and out \(German\) >\*\*](#)

# Setting your personal details

You can change your profile photo and status message. This is part of the availability information that is shared with your colleagues.

[Read more about setting your personal details \(English\) >](#)

[Read more about setting your personal details \(German\) >](#)

## Changing your photo

1. In the top-left corner, select .
2. Select your profile.
3. Select **Edit**.
4. Select your profile photo.
5. Select **Use Camera**, **Choose Existing Photo** or **Clear Profile Photo**.

## Changing your status message

Your status message displays next to your photo in other users' contacts lists.

1. In the top-left corner, select .
2. Select your profile.
3. Select **Edit**.
4. In the **What's on your mind?** box, enter your status message.
5. Select **Done**.

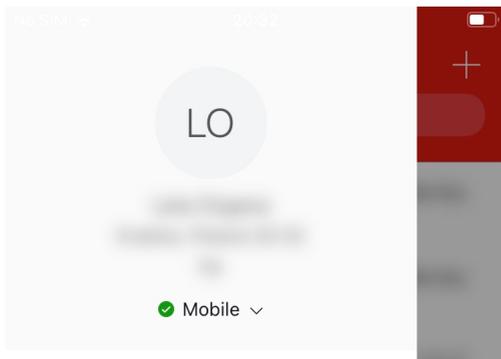
# Availability

The top of your One Net app window shows your availability to call or chat with your friends.

[Read more about availability \(English\) >](#)

[Read more about availability \(German\) >](#)

To check your availability, select ☰ in the top-left corner.



## Changing availability

Your availability status changes automatically if you are on a call. You can also set your availability status yourself. If you have your Outlook® calendar connected to the One Net app, your availability status changes automatically if you have a scheduled meeting that you have accepted.

### Changing your availability manually

1. In the top left corner, select ☰.
2. Select your availability status.
3. Select an availability status from the list.

## Checking who's available

You can see who is logged in and available for chats and calls by the status colours:

**When you see****the person...**

is available to chat or call

---



is busy, or  
is in a meeting, or  
is on a call

---



is away from their desk

---



has chosen not to share their availability with you, or  
is a member of a hunt group, or  
is not a One Net Business user, or  
is not logged in, or  
has changed their availability to offline

# Contacts

On iOS, you have access to your organization's directory. You can add your favourites and create groups. You can also access your device's local contacts.

## Finding someone in your organization's directory

1. In the top-left corner, select .
2. Select **Directory**.

## Selecting your favourites

You can select the people who you contact most frequently and mark them as your favourites. Favourites appear in a separate section.

You can have as many favourites as you want.

1. In the top-left corner, select .
2. Select **Favorites**.
3. Select .
4. Search for the contact you want to add as your favourite.
5. Select  next to required contact.

## Grouping people

You can gather contacts into groups, to start a chat or call with everyone in the group.

1. In the top-left corner, select .
2. Select **Groups**.
3. Select .
4. Enter the new group's name.
5. Select **Create**.

# Calls in the One Net app

You can start an audio or video call:

- From your One Net app main window
- From a chat window
- From your communication history window



Video calls are available only on PC and Mac®.

[Read more about calls in the One Net app \(English\) >](#)

[Read more about calls in the One Net app \(German\) >](#)

## Making a call



### If you can't select a call icon

If you are unable to see the icon for the type of call you wish to make, this type of call may not be available to you or may not be supported by your device. Contact your administrator for more information.

1. In the top-left corner, select .
2. Select **Favorites** or **Directory**.
3. Select the person that you want to call.
4. Select **Call**.

## Answering a call

When you receive an incoming call, a window opens displaying the caller's name or number and the options available for answering the call.

Select one of these options:

-  to answer the call and speak to the caller.
-  or close the call window to reject the call.

# Chatting

A chat is an exchange of instant messages. You can chat with one person or a group of people.

[Read more about chatting \(English\) >](#)

[Read more about chatting \(German\) >](#)

## Starting a chat

You can start a chat with your contacts or with people in your organisation's directory. You can have a group chat by inviting more people to join an existing chat, or you can select several people first and invite them to join a group chat.

 If you can't select the chat option when you have selected a person, they are not configured for chatting.

1. Select .
2. Start typing, to find the people you want to chat with.
3. Type your message and select **Send**.

# My Room

My Room is a personal dedicated place where you can bring people together to communicate and collaborate. In My Room, you can chat or hold an audio conference with the other people in the room. You can send My Room meeting invitations to people you want to work with, even if they are not within your organisation or don't have One Net Business.

[Read more about My Room \(English\) >](#)

[Read more about My Room \(German\) >](#)

## Start using My Room

1. In the top-left corner, select .
2. Select **Join Room**.

When you have finished, select  and then **Leave Room** to end the session.

# Changing the caller ID of your One Net Business mobile phone

## Why would I want to change my caller ID?

With One Net Business you get two phone numbers, your One Net Business number and your mobile number.

Your caller ID on your mobile is usually your One Net Business number. There may be times when you want to use your mobile number as your caller ID. For example, you might want to make calls using your One Net Business number during work hours, and make calls using your mobile number outside of work.

**[Read more about changing the caller ID of your One Net Business mobile phone \(English\) >](#)**

**[Read more about changing the caller ID of your One Net Business mobile phone \(German\) >](#)**

**[Read more about changing your caller ID \(English\) >](#)**

**[Read more about changing your caller ID \(German\) >](#)**

There may be specific times when you want your mobile number to display as your caller ID. You can set these time schedules up in One Net Manager.

**[Read more about using time schedules to change your caller ID \(English\) >](#)**

**[Read more about using time schedules to change your caller ID \(German\) >](#)**

# Updating the One Net app

The One Net app is being replaced by the Webex app. We contact our customers directly when they can start using the Webex app.

**[Learn more about how to get started with the Webex app >](#)**

## **Advantages of replacing One Net app with the Webex app:**

- The Webex app gives access to a number of One Net Business features in a one modern user interface.
- Full screen, gallery view, whiteboard, and music mode.
- Reduction of background noise.
- The Webex app enables to seamlessly integrate over 100 industry-leading apps.
- The Webex app can be downloaded and updated directly from the manufacturer.
- My Room is replaced by the Webex Meetings, which supports HD video quality and virtual backgrounds.

Make sure you have your network and devices configured to work with the Webex app.

**[Read about Webex system requirements \(English\) >](#)**

**[Read about the Webex system requirements \(German\) >](#)**

## Logging in to the Webex app

You don't need to create a Webex account to log in to the Webex app. You can log in using your existing One Net account.

If you registered your One Net account with your email address, log in to the Webex app with the same username and password you use to log in to your One Net app.

If you didn't register your One Net account with your email address, or if you already have a Webex account, log in to the Webex app with your One Net user ID and password. You can find your One Net user ID in your personal profile, in One Net Manager.

Webex requires an exclusive email address for login. If you are not sure how to log in, you can find the information in your personal profile, in One Net Manager, additional information, under your email address.

**[Read about how the Webex app works in the Help Center >](#)**

## Webex new users

If you're a new One Net Business user and want to use the Webex app, your admin needs to add you to the site and assign you the One Net app for Desktop additional service.

**[Read about managing users \(English\) >](#)**

**[Read about managing users \(German\) >](#)**