



**One Net Feature  
Management Portal  
Quick Start Guide  
For administrators**

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# What is One Net Feature Management Portal?

One Net Feature Management Portal is a self-care web portal that lets you manage your organisation's One Net service.

- A group administrator is responsible for managing the One Net users and services assigned to their group.
- A company administrator can manage all of the company settings and the One Net users and services in all groups.

## **[Read more about One Net Feature Management Portal >](#)**

### Features and benefits for administrators

With One Net Feature Management Portal, you're in control of making changes to your company's One Net service. You can make changes as and when they're required, from creating hunt groups to configuring users' desk phones.

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

Managing users includes:

- Setting up services for users
- Configuring users' desk phones
- Helping users with their call features and settings
- Managing users' access to features

Managing services includes:

- Creating groups for users, such as call pickup groups or hunt groups
- Setting up services such as call queues and auto-attendants
- Managing closed hours settings for managing calls during and outside business hours
- Creating rules for making and answering company calls

The One Net Feature Management Portal Management tab gives you an overview of your group and company services.

# Accessing One Net Feature Management Portal

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

## Supported browsers

- Internet Explorer® 11 or later
- Firefox® 46 or later
- Chrome™ 50 or later
- Safari® 9.0.3 or later

You will receive an email from One Net with instructions on how to register with the system. Once you have registered, you can access One Net Feature Management Portal using the following link and logging in with your One Net phone number and password.

<https://onenetuk.vodafone.pt/>

**[Read more about accessing One Net Feature Management Portal >](#)**

# Switching roles as an administrator

One Net provides two levels of administration: company and group. A group administrator manages the users and services for their group. A company administrator oversees the whole organisation and can manage the users and services in any group.

A company administrator oversees the organisation-wide use of One Net service and can act as the group administrator for any of the organisation's groups. The company and group administration roles can be combined if all the users belong to one group or the groups don't need to be managed independently.

Both company and group administrators can view and modify users' call services and profile settings.

## **[Read more about switching roles as an administrator >](#)**

### Using One Net Feature Management Portal as an administrator

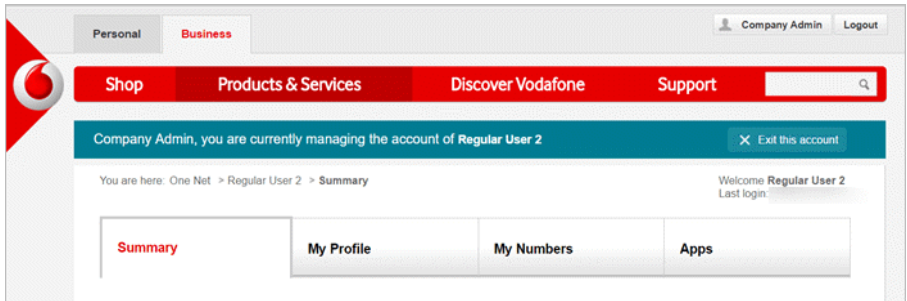
When you log in to One Net Feature Management Portal as an administrator, you can see your own settings and the Management tab.

#### **Switching views**

You can view and modify the call services and profile settings for the users assigned to your company or its groups. To do this, you switch your view in One Net Feature Management Portal to that of a user.

## To switch to a user view

1. Select **Management > Users & Groups**.
2. In the **Users Management** section, select **Manage**.
3. Select a user whose settings you want to manage.
4. Select **Manage this user**.



5. When you've finished, select **Exit this account** at the top of the page.

# Managing users

Administrators can:

- Change a user's settings and profile information
- Change groups to which a user is assigned
- View and reset a user's password or PIN
- Lock a user's account
- Restrict editing of features by a user

**[Read more about managing users >](#)**

## Changing a user's profile information

You can view and edit a user's details such as their name or email address.

### To edit a user's profile information

1. Select **Management > Users & Groups**.
2. In the **Users Management** section, select **Manage**.
3. Select a user whose settings you want to manage.
4. In the **User Information** section, select **Edit**.
5. Edit the user's information and select **Save**.



## Changing a user's group assignment

You can change the groups such as an organisational group or a hunt group a user is assigned to.

### To change a user's organisational group

1. Select **Management > Users & Groups**.
2. In the **Users Management** section, select **Manage**.
3. Select a user whose settings you want to manage.
4. In the **User Information** section, select **Edit**.
5. In the **Organisational Group** section, select **Change groups**.
6. Select the group you want to assign the user to and select **Change groups**.

## To change a user's hunt group

1. Select **Management > Users & Groups**.
2. In the **Users Management** section, select **Manage**.
3. Select a user whose settings you want to manage.
4. In the **Hunt Group Membership** section, select **View More**.
5. To edit the user's membership in a hunt group, select  in the hunt group row.  
To remove the user's membership from a hunt group, select  in the hunt group row.

## Viewing and resetting a user's password or PIN

If a user forgets their password or PIN, you can view them or reset them to their original values.

### To view or reset a user's password

1. Select **Management > Users & Groups**.
2. In the **Users Management** section, select **Manage**.
3. Select a user whose settings you want to manage.
4. To view the user's password, in the **Original Password** section, select **Show Password**.  
To reset the user's password, in the **Original Password** section, select **Reset**.

### To view or reset a user's PIN

1. Select **Management > Users & Groups**.
2. In the **Users Management** section, select **Manage**.
3. Select a user whose settings you want to manage.
4. To view the user's PIN, in the **Original PIN** section, select **Show PIN**.  
To reset the user's PIN, in the **Original PIN** section, select **Reset**.



# Managing user services

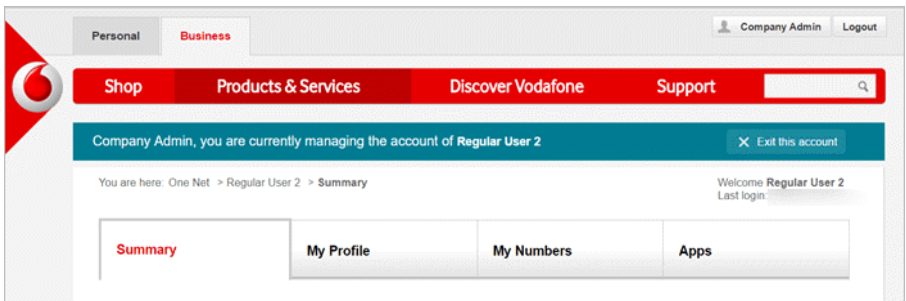
One Net provides a range of services for users, from managing caller ID and forwarding calls to monitoring other users' availability.

Some user services can only be set up by an administrator. The instructions for these services are described in the One Net Feature Management Portal help for administrators. All other user services can be set up both by users and administrators. The instructions for these services are described in the One Net Feature Management Portal help for users.

[Read more about managing user services >](#)

## Changing a user's settings

1. Select **Management > Users & Groups**.
2. In the **Users Management** section, select **Manage**.
3. Select a user whose settings you want to manage.
4. Select **Manage this user**.



5. When you've finished, select **Exit this account** at the top of the page.

# Hunt groups


A hunt group is a way to manage calls coming to a phone number that is shared by a group of people. The distribution of the calls depends on the ringing pattern applied to teams in the hunt group.

**[Read more about hunt groups >](#)**

## To add a hunt group

1. Select **Management > Company Features**.
2. In the **Hunt Groups** section, select **View all**.
3. Select **Create group**.
4. In the **Settings** section, for **Status**, select **On**.
5. Enter a name, an ID and select a company number for the hunt group.  
Select a number that isn't assigned to another hunt group or an auto-attendant.
6. In the **Incoming calls identification** section, from the **Distinctive Ringing** list, select a ringtone for the hunt group.
7. In the **Hunt teams** section, add hunt teams that will answer calls and select a ringing pattern for each team.
8. In the **Final action** section, select what will happen if the calls aren't answered by the hunt group.
9. In the **Summary** section, review the settings you've selected and select **Create group**.

## To edit a hunt group

1. Select **Management > Company Features**.
2. In the **Hunt Groups** section, select **View all**.
3. Find the hunt group you want to edit and select .
4. Select **Edit**.

# Configuring desk phones

Administrators can personalise desk phones by setting up programmable keys for:

- Storing phone numbers for speed dialling. These numbers are in addition to the phone numbers users can store in their speed dial list.
- Monitoring other users' availability with an attendant console.

**[Read more about configuring desk phones >](#)**

## Configuring keys on a desk phone

You can assign speed dial numbers or monitored lines to:

- Users' phone numbers and speed dial numbers
- Company numbers and company speed dial numbers
- Short numbers

### To configure keys on a desk phone

1. Select **Management > Users & Groups**.
2. In the **Users Management** section, select **Manage**.
3. Search for a user whose settings you want to manage or select a user from the users list.
4. Select **Manage this user**.
5. Select **My Numbers > My Numbers List**.
6. In the **My Landline Number** section, select **View More**.
7. In the **Phone Configuration** section, select **View More**.
8. Select **Add button**.
9. To add a speed dial number, select **Speed Dial** from the **Type** list.  
Or  
To add a monitored line, select **Speed Dial with presence** from the **Type** list.

# Managing One Net Address Book

One Net Address Book lists phone numbers in your company as well as the people and company features assigned to each number. You can use One Net Address Book:

- In One Net Feature Management Portal
- In One Net Operator Console
- In One Net Mobile Client
- On your desk phone

## [Read more about managing One Net Address Book >](#)

As an administrator, you can add, edit and delete contacts and manage the information listed in One Net Address Book.


### To view One Net Address Book

- Select **Apps > Address Book**.

You can select to display the following types of contacts:

Type of contacts	Description
Company contacts	Contacts that you can import from One Net Address Book.
Custom company contacts	Contacts added to One Net Address Book using One Net Feature Management Portal.

### To set which types of contacts are displayed in One Net Address Book

1. Select **Apps > Address Book**.
2. Select **Address Book setup**.
3. In the **Content management** section, select **View more**.  
The types of contacts that are displayed in One Net Address Book are marked with .
4. To select which types of contacts are displayed in One Net Address Book, select **Edit**.
5. Select the types of contacts you want to add to One Net Address Book.

# Auto-attendants

An auto-attendant is an automated receptionist that answers calls with an announcement and a menu of dialling options. It transfers calls according to the options the caller selects.

[Read more about auto-attendants >](#)

## Adding an auto-attendant

To add an auto-attendant, you have to add at least one submenu to a company number. When a submenu is added, the auto-attendant feature is activated for the company number.

### To add an auto-attendant

1. Select **Management > Company Features**.
2. In the **Auto-Attendant** section, select **View all**.  
The list of company numbers is displayed.
3. Find the company number you want to assign an auto-attendant to and select **View More**.
4. Select **Add sub menu**.
5. Select **Activate** to activate the auto-attendant for this company number.
6. Enter a name for the new menu and select an initial announcement.
7. In the **Dial options** section, configure the structure of the menu.
8. In the **Final option** section, select what will happen if the caller doesn't select any option from the dialling menu.

# Call pickup groups

Members of a call pickup group can answer each other's calls from their own phones, or from One Net Operator Console and One Net miniClient. Call pickup groups are useful for teams or office areas where users are working together. If users can see when their colleagues are away or busy, they can answer their calls for them. Call pickup groups are created within organisational groups.


You can create as many call pickup groups as you need. Each user can only belong to one group. A call pickup group can only have the members of the same organisational group.

## [Read more about call pickup groups >](#)

### To add a call pickup group

1. Select **Management > Users & Groups**.
2. In the **Group Management** section, select **Manage**.
3. In the **Call Pickup Groups** section, select **Manage**.
4. Select **Create group**.
5. In the **Group Settings** section, choose the organisational group that will host the call pickup group and enter a name for the call pickup group.
6. In the **Add Members** section, select the users who will be members of the pickup call group.  
A user can only be a member of one call pickup group. If you select a user who is already a member of another call pickup group, they will be removed from their current group.
7. In the **Summary** section, review the settings you've selected and select **Create group**.

## To add users to call pickup group

1. Select **Management > Users & Groups**.
2. In the **Group Management** section, select **Manage**.
3. In the **Call Pickup Groups** section, select **Manage**.
4. Find the call pickup group you want to manage and select .
5. Select **Edit**.
6. In the **Group Members** section, select **Add Member**.
7. Search for users you want to add to the call pickup group or select the users from the users list.

A user can only be a member of one call pickup group. If you select a user who is already a member of another call pickup group, they will be removed from their current group.



Vodafone has to enable call pickup for a user before they can pick up other users' calls.

# Call queues

A call queue is a way of putting calls made to a company number in order and distributing them to subscribed users. Call queues can perform user actions such as receiving and forwarding calls. Administrators can activate call queues for company numbers.

## [Read more about call queues >](#)

### To activate a call queue

1. Select **Management > Company Features**.
2. In the **Call Queue** section, select **View all**.  
The list of company numbers is displayed.
3. Find the company number you want to activate a call queue for and select **View More**.
4. Select **Edit** at the bottom of the page.
5. Select **Yes** in the **Call Queue state** section to activate the call queue for the company number.

### To edit call queue settings

1. Select **Management > Company Features**.
2. In the **Call Queue** section, select **View all**.  
The list of company numbers is displayed.
3. Find the company number you want to manage call queue settings for and select **View More**.
4. Select **Edit** at the bottom of the page.



# Locking features

As an administrator, you can lock a feature to prevent users from changing the settings for that feature. Users have read-only access to the settings for locked features.

As well as locking features for an individual user, you can lock features for a group or a company number assigned to a group, so that the same lock is applied to all members of the group. You can also create feature locking templates to quickly apply a feature lock to a range of users.

You can lock a group of features, such as all call forwarding options, or individual features, such as call forwarding to voicemail.

## [Read more about locking features >](#)

### To lock or unlock features

1. Select **Management > Feature Lock**.
2. Select **Select Target**.
3. From the **Search for** list, select what the lock applies to and then select **Search**.  
Depending on what you selected, a list of users, groups or company numbers is displayed.
4. Select a user, group or company number and then select **Select Target**.
5. Select or deselect features on the list and then select **Apply**.