



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

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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 set up and manage your One Net service.

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

With One Net Feature Management Portal you're in control of your One Net service. You can:

- Activate and configure your call services, for example, setting up rules for forwarding calls and setting announcements for when you're unavailable
- Set up speed dial numbers
- Set up your caller ID
- Check your call history

One Net Feature Management Portal integrates with your One Net devices. You can set up calling options for each of your devices.

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 >](#)

Managing your personal settings

You can use One Net Feature Management Portal to manage your personal settings, such as changing your password and email address.

[Read more about managing your personal settings >](#)

Changing your password

You can change the password you use to log in to One Net Feature Management Portal and the other One Net applications.

To change your password

1. Access One Net Feature Management Portal.

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

2. Select **My Profile > My Personal Information**.
3. Select **Change Password**.
4. Enter your current password and a new password.
5. Re-type your new password to confirm it's correct.
6. Select **Change password**.

Changing your email address

You can edit the email address you use with your One Net service.

To change the email address

1. Access One Net Feature Management Portal.

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

2. Select **My Profile > My Personal Information**.
3. Select **Edit**.
4. Enter your email address.

Call features

As a user, you can view your call features, such as call forwarding options, do not disturb or whether you can monitor other users' availability. Whether you can edit a call feature depends on the level of access your administrator gives you.

[Read more about call features >](#)


Viewing your call features

You can see an overview of call features for all your phone numbers.

To view your call features

1. Access One Net Feature Management Portal.

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

2. Select **My Numbers > My Numbers List**.
The list of your phone numbers is displayed.
3. Select **View More** next to a phone number for which you want to view call features.
Your call features are listed at the top of the page. Active features are marked with .

Activating or deactivating call features

As a user, you can activate or deactivate selected call features.

To activate or deactivate a feature

1. Access One Net Feature Management Portal.

Read about accessing One Net Feature Management Portal >

2. Select **My Numbers > My Numbers List**.
The list of your phone numbers is displayed.
3. Select **View More** next to a phone number for which you want to view call features.
4. Select **Edit**.
5. Select **On** or **Off** next to the name of the feature you want to activate or deactivate.
6. Select **Save**.

Forwarding calls

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

[Read more about forwarding calls >](#)

To forward all calls

1. Access One Net Feature Management Portal.

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

2. Select **My Numbers > Call Forwards**.
The list of your phone numbers is displayed.
3. Select the phone number for which you want to set call forwarding and select **Edit**.
4. Select **Always (they won't ring at all)**.
5. Select whether to forward calls to your voicemail or to another phone number.
6. If you want to forward calls to another phone number, enter the phone number or select the phone number from the address book.

To forward calls when you're unreachable

1. Access One Net Feature Management Portal.

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

2. Select **My Numbers > Call Forwards**.
The list of your phone numbers is displayed.
3. Select the phone number for which you want to set call forwarding and select **Edit**.
4. Select **When my phone is unreachable**.
5. If you want to forward calls to another phone number, enter the phone number or select the phone number from the address book.

To forward calls when there's no answer

1. Access One Net Feature Management Portal.

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

2. Select **My Numbers > Call Forwards**.
The list of your phone numbers is displayed.
3. Select the phone number for which you want to set call forwarding and select **Edit**.
4. Select **When I don't pick up after n seconds**.
5. Select the number of seconds to wait before forwarding the call.
6. Select whether to forward calls to your voicemail or to another phone number.
7. If you want to forward calls to another phone number, enter the phone number or select the phone number from the address book.

To forward calls when you're busy

1. Access One Net Feature Management Portal.

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

2. Select **My Numbers > Call Forwards**.
The list of your phone numbers is displayed.
3. Select the phone number for which you want to set call forwarding and select **Edit**.
4. Select **When my phone line is busy**.
5. Select whether to forward calls to your voicemail or to another phone number.
6. If you want to forward calls to another phone number, enter the phone number or select the phone number from the address book.

Absence announcements

You can select an announcement to be played to callers when you are unavailable to take calls.

[Read more about absence announcements >](#)

To set an absence announcement

1. Access One Net Feature Management Portal.

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

2. Select **My Profile > Absence Announcements**.
3. Select **Edit**.
4. Select **Play the following announcement** and select an announcement from the list.
5. Select **Save**.

Speed dial numbers

About speed dial numbers

Speed dial numbers are two-digit numbers that you can dial instead of full phone numbers or short numbers. 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 One Net Mobile Client.

There are two types of speed dial numbers:

- Personal speed dial numbers that are managed by the owner or an administrator and can be used only by the owner
- Company speed dial numbers that are managed only by administrators and can be used by everyone in the company

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

Using speed dial numbers

To make a call using a speed dial number:

- Dial #7 and the company speed dial number
- Dial #8 and the personal speed dial number

Viewing company speed dial numbers

Administrators manage company speed dial numbers. As a user, you can view and use them. You can also download a CSV (comma-separated values) file with all company numbers.

To view company speed dial numbers

1. Access One Net Feature Management Portal.

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

2. Select **Apps > Speed Dial > Company**.

To download company speed dial numbers as a CSV file

1. Access One Net Feature Management Portal.

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

2. Select **Apps > Speed Dial > Company**.
3. Select **Download as CSV** at the top of the page.

Managing your personal speed dial numbers

You can add your personal speed dial numbers that can be used only by you. You can download a CSV file with all your personal speed dial numbers.

To view your personal speed dial numbers

1. Access One Net Feature Management Portal.

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

2. Select **Apps > Speed Dial > Personal**.

To add a personal speed dial number

1. Access One Net Feature Management Portal.



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

2. Select **Apps > Speed Dial > Personal**.
3. Select **Add speed dial**.
4. Select a two-digit number to be used as the speed dial number.
You can use numbers between 00 and 99.
5. Enter a phone number or select a number from the address book.
6. Select **Add speed dial**.

To edit or delete a personal speed dial number

1. Access One Net Feature Management Portal.

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

2. Select **Apps > Speed Dial > Personal**.
3. Select  or  next to the speed dial number you want to edit or delete.

To download personal speed dial numbers as a CSV file

1. Access One Net Feature Management Portal.

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

2. Select **Apps > Speed Dial > Personal**.
3. Select **Download as CSV** at the top of the page.

Voicemail

Your One Net voicemail records messages from callers if you're unavailable or already on a call. With voicemail, you can:

- Play personalised greetings to callers when you're busy or unavailable
- Access your voicemail from all your One Net devices and from other phones, such as your home phone

To access your voicemail

- Dial the 121 phone shortcut.

[Read more about voicemail >](#)

Voicemail notifications

You can set up how you want to be notified when you receive a new voicemail message. You can set different options for each phone number assigned to you.

To set up your voicemail notifications

1. Access One Net Feature Management Portal.

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

2. Select **My Numbers > My Numbers List**.
3. Select **View More** for the phone number you want to set voicemail notifications for.
4. In the **Voicemail Notification** section, select **View More**.
5. Select **Edit**.
6. In the **Notifications settings** section, activate or deactivate notifications and select how the notifications are sent.
7. In the **Notifications timing** section, select **Create rule** and select the days and times when notifications are sent.

Using 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 using One Net Address Book >](#)

To view One Net Address Book:

1. Access One Net Feature Management Portal.

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

2. Select **Apps > Address Book**.

To add a contact to One Net Address Book

1. Access One Net Feature Management Portal.

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

2. Select **Apps > Address Book**.
3. Select **Add Contacts**.
4. In the **Creation type** section, select a **single contact**.
5. Enter the required contact information.
You must enter at least a first name, a last name and one phone number.
6. In the **Privacy** section, select **Yes** to add a private contact.
Or
In the **Privacy** section, select **No** to add a contact for the company.
7. In the **Summary** section, select **Add contact** at the bottom of the page.

Phone shortcuts

Phone shortcuts are dialling codes that you can use to:

- Perform call services from your phone, such as picking up a call and parking it
- Activate or deactivate call services, such as do not disturb and call forwarding

[Read more about phone shortcuts >](#)

Using phone shortcuts

You can dial phone shortcuts from any of your devices, including your One Net desk phone or mobile phone.

Some phone shortcuts require additional information, such as a phone number to forward a call to, or an extension to pick up a call from. You can enter this information straight after the code or wait for the system to prompt you. If you have to enter a phone number, you can enter the full number or just the extension if the number is within your organisation.

Examples of using phone shortcuts

Code	Description
1212 <number>	Activate forward all calls to a number You're going to work at another desk for the day, so you want to forward all your calls to the other desk phone. You enter 1212 and the number you want to forward all calls to.
1213	Deactivate forward all calls At the end of the day, you go back to your usual desk and you want your usual desk phone to ring when you receive a call. You dial 1213 from your desk phone and the forward all calls service is deactivated.
1226 <number>	Activate forward calls to a number when busy You want any calls you receive while already on the phone to be handled by a colleague rather than going to voicemail. You dial 1226 and the phone number of the colleague you want to forward such calls to.
1227	Deactivate forward calls when busy Your colleague goes home and can't take your calls anymore. You dial 1227, and forwarding calls when busy is deactivated.