Vodacom 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 cellphone or on your tablet, the One Net app makes it easy for you to communicate and collaborate with your colleagues.

Seamless integration across all your devices gives you access to your company phone book, all your contacts, favourites and conference numbers whenever you need them.

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

- Make and receive voice calls or video calls.
- Chat (exchange instant messages) with someone, or a group of people.
Installing the One Net app

- Download and install the One Net app from:
  https://onenet.vodafone.com/latest/za/en/content/topics/one-net-app/ona-installing-ona

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. Enter the login URL.
3. Select or enter your username.
4. Enter your password.
5. Select Remember password if you would like to use this feature next time you start the One Net app.
6. Select Log in.

Logging out

1. Select ☰, located in the top left of the window.
2. Select Log out.

Changing display language

1. Select ☰ to the left of your availability flag.
2. Select Preferences > Language.
3. Select the language you want.
Setting your personal details

You can change the photo or status message that is displayed at the top of the One Net app window. This is part of the availability information that is shared with your friends.

Changing your photo

1. Select 📷. The colour of the flag depends on your availability.
2. Select your profile.
3. Select your profile photo or 👤 if you haven't yet chosen a photo.
4. Select **Use the camera, Choose an existing photo** or **Clear the profile photo**.

Changing your status message

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

1. Select 📷. The colour of the flag depends on your availability.
2. Select your profile.
3. Select an availability status from the list.
4. Select **Save**.
Availability

The top of your One Net app window shows your availability to call or chat with your friends. It is displayed as a flag.

![Availability Status]

When you add a friend, the One Net app automatically sends them a request to share their availability with you. When they accept your request, you can see their availability next to their name and they can see yours.

If someone adds you to their friends list, you receive a request to share your availability with them. You can choose whether to accept the request or not.

Changing availability

Your availability 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 changes automatically if you have a scheduled meeting that you have accepted.
Changing your availability manually

1. Select 🟢.
   The colour of the flag depends on your availability.
2. Select your profile.
3. Select an availability status from the list.
4. Select Save.

Checking who's available

You can see who is logged in and available to chat or call from the flags on your One Net contact list.

<table>
<thead>
<tr>
<th>When you see</th>
<th>the person...</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Profile]</td>
<td>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</td>
</tr>
<tr>
<td>![Profile]</td>
<td>has not yet accepted or has rejected your friend request</td>
</tr>
<tr>
<td>![Profile]</td>
<td>is available to chat or call</td>
</tr>
<tr>
<td>![Profile]</td>
<td>is not logged in or has changed their availability to offline</td>
</tr>
<tr>
<td>![Profile]</td>
<td>is busy</td>
</tr>
<tr>
<td>![Profile]</td>
<td>is in a meeting (only flag shown)</td>
</tr>
<tr>
<td>![Profile]</td>
<td>is on a call (only flag shown)</td>
</tr>
<tr>
<td>![Profile]</td>
<td>is away from their desk</td>
</tr>
</tbody>
</table>
Contacts

Finding someone in the phone book

You can access your organisation's phone book using the One Net app. When you find someone in the phone book, you can start a call or a chat. If you contact some people more often than others, you can add them to your One Net contact list, to keep them at hand.

1. Select 📞.
2. Select the top centre of the contacts window and then select Directory to access your organisation's phone book.

3. Enter at least three characters into the search box to look for a contact.
Adding people from the phone book to your One Net contact list

If you contact some people more often than others, you can add them to your One Net contact list, to keep them at hand.

You can find people in your organisation's phone book and add them to your One Net contact list.

1. Select 📞.
2. Select the top centre of the contacts window and then select **Directory** to access your organisation's phone book.
3. Enter at least three characters into the search box to look for a contact.
4. Select 📜 to display their contact details.
5. Select + next to **Add to contacts**.

Finding someone in your One Net contact list

You can search for people in your One Net contact list

1. Select 📞.
2. Select the top centre of the contacts window and then select **All** to show your One Net contact list.
3. Select the person you are looking for or enter part of their name into the search box to filter the list.

Selecting your favourites

When you have added people to your One Net contact list, you can select the ones who you contact most frequently and mark them as your favourites. Favourites appear in a separate section at the top of your One Net contact list.

You can have as many favourites as you want.
1. Select 👤.
2. Select the top centre of the contacts window and then select All to show your contacts.
3. Select the person you want to make a favourite.
4. Select ★ to set this person as a favourite.
Calls in the One Net app

You can start a voice or video call from your One Net app main window, or from a chat window, or from your communication history window.

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. Select 👥.
2. Open your list of phone books by selecting the top centre of the contacts window.

![Contacts window]

3. Select the person you want to call.
4. Select 📞 or 🎤 to start a voice or video call.

If the person is not in your organisation's phone book or your One Net contact list:

1. Select 📞.
2. Enter the number.
3. Select 📞 or 🎤 to start a voice or video 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.

- If the caller made a voice call, your options for answering are Audio or Decline.
- If the caller made a video call, you can select Audio, Video or Decline.

Select one of these options:

- **Accept audio** to answer the call and speak to the caller.
- **Accept video** to open a video call window and answer the video call. This option is only available if the caller makes a video call.
- **Decline** 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.

Starting a chat

You can start a chat with people in your One Net contact list or your organisation’s phone book, or from the Communication History window. 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. Select the person you want to chat with.
   If you are using Directory, select i next to the name of the person you want to chat with.
3. Select.

Starting a group chat

Select to start a group chat or add people to an existing chat.