



**Vodafone One Net
Receptionist
Quick Start Guide**

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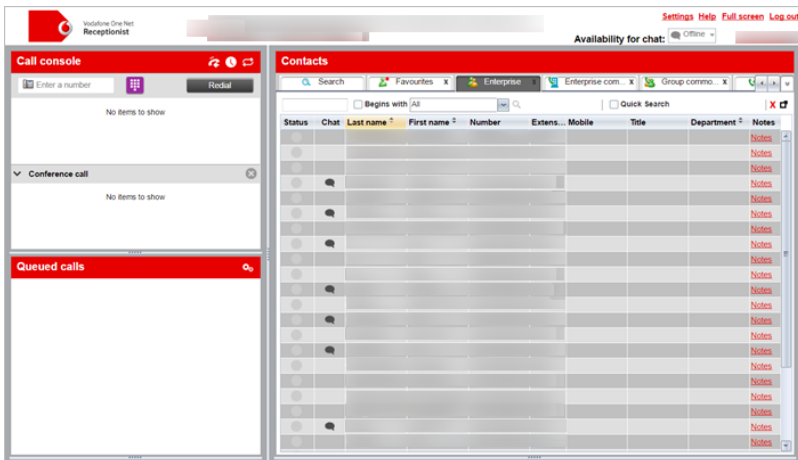
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What is One Net Receptionist?

One Net Receptionist is a One Net Business application that runs in your web browser. It lets you direct incoming calls to the right destinations in your organisation as efficiently as possible.

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



System requirements

Supported operating systems	Microsoft® Windows 7 or later Mac® OS X 10.13 High Sierra or later Citrix® XenApp® 4, 5 or 6
Supported browsers	Internet Explorer® 9.0 or later Firefox® 40 or later Chrome™ 44 or later Safari® 5 or later

[Read more about system requirements >](#)

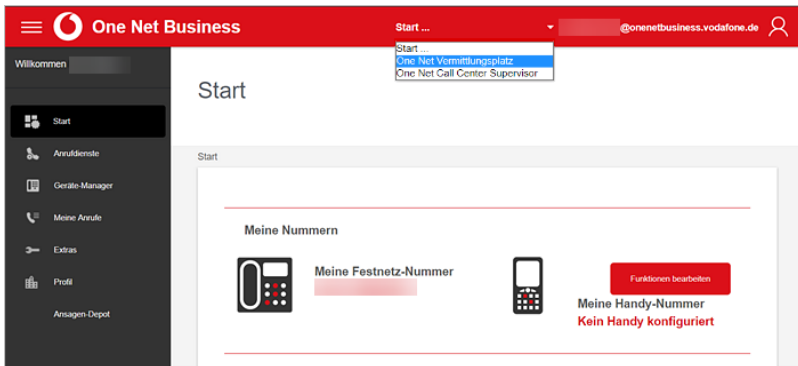
Accessing One Net Receptionist

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

You access One Net Receptionist by logging in to One Net Manager with your One Net Business username and password and selecting One Net Call Centre from the **Start ...** list at the top of the page.

Open in One Net Manager (Link only works on PC or Mac®) >

Read more about accessing One Net Receptionist >



What do I need to do to get started?

To make and receive calls in One Net Receptionist you need one of the following:

- A desk phone
- The One Net app, open and logged in
- A One Net Business mobile



You can't use One Net Call Centre and One Net Receptionist at the same time.

If you're already logged in to one of those applications, you'll automatically be disconnected when you log in to the other.

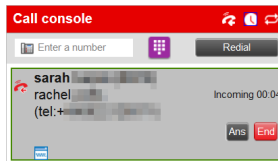


Managing calls

i To make and receive calls, you must be logged in to the One Net app or your desk phone.

Your calls are displayed in **Call console**. A call can show the following information:

- The caller's name and number
- The name of the One Net Call Centre queue if the call is from a call centre
- The names and numbers of anyone who has diverted the call, with the last person who diverted the call listed first
- The name of the user if the call has been returned from a user
- A timer showing the duration of the call
- If the call is on hold, a timer showing how long the call has been on hold
- Buttons showing the actions you can take for that call



Receiving call information

You can choose to receive notifications about incoming calls. If you do, a notification appears at the bottom of your screen whenever you receive a call. From the notification, you can answer the call or transfer the call to voicemail.

To transfer the call to voicemail

- In the call notification, select .


Answering calls

i To make and receive calls, you must be logged in to the One Net app or your desk phone.

You can answer your own calls and calls for other users in your group. With certain desk phones you can enable the automatic answering service, or you can answer calls in the following ways.

To answer a call

- In **Call console**, move the pointer over the call and select **Ans.**

 Double-clicking a call does not answer it.

To answer a call from a call notification

- Click or tap anywhere in the notification.

To answer a call for a contact


1. In **Contacts**, move the pointer over the contact with the incoming call.
2. Select **Ans.**

To put a call on hold


- In **Call console**, move the pointer over the call and click **Hold**.

To resume a held call

- In **Call console**, move the pointer over the call and click **Ans.**

 Double-clicking a call does not take the call off hold.

Making calls


 **To make and receive calls, you must be logged in to the One Net app or your desk phone.**

When you make a call, it first appears in **Call console** as an incoming call. When you answer it, an outgoing call is placed to the number you want to call.

To call a contact


1. In **Contacts**, select a contact.
2. Select **Call**.
Or
To dial an alternative number for the contact, select the arrow next to the **Call** button and select the number from the list.

To call a contact from Call history

1. In **Call console**, select .
2. From the **Show** drop-down list, select a group.
3. Select the entry you want to call.
4. Select **Call**.


To call a number

If you know the number you want to call, you can enter it directly in **Call console**.

- Enter the number and select .

To redial a number

One Net Receptionist keeps up to ten most recently dialled numbers.

1. Start entering a number.
 2. Select the required number from the list and select .
- Or
Select **Redial** and select the required number from the list.

Transferring calls

You can transfer calls in several different ways in One Net Receptionist.

Transfer type	What happens
Unannounced transfer	You transfer the call to someone directly, without speaking to them.
Announced transfer	You call and speak to the person you wish to transfer the call to and then transfer the call.
Conference transfer	You add someone to the call to make a conference call and then leave.
Transfer to queue	You transfer the call to a queue in Queued calls .

[Read more about transferring calls >](#)

To transfer a call

As an unannounced transfer

1. When you are on a call, select a contact in **Contacts**.
2. Select **Txr**.

As an announced transfer

1. Call a contact.
2. When you have finished speaking, select the original call from **Call console**.
3. Move the pointer over the new call and select **Txr**.

As a conference transfer

1. Call a contact.
2. Select the original call from **Call console**.
3. Move the pointer over the new call and select **Conf**. The two calls are removed from **Call console** and a new conference call appears in **Conference call**.
4. To leave the conference call, select **Leave** from **Conference call**
Or
If you want to rejoin the call later, select **Hold** from **Conference call**.

To a queue

1. Select the call in **Call console**.
2. Select a queue in **Queued calls**.
3. Select **Txr**.
The call is placed at the bottom of the selected queue.

Managing conference calls

To start a conference call, you need to have two active or held calls in **Call console**. The calls move to a single conference call in **Conference call**. You can add other people to a conference call if you have an active or held call with them.

[Read more about managing conference calls >](#)

To start a conference call

1. In **Call console**, select one of the calls you want to make into a conference call.
2. Move the pointer over the other call and select **Conf**.

To add another caller to a conference call

- In **Call console**, move the pointer over the call and select **Conf**.

To end a conference call

- In **Conference call**, select **End**.

This releases all the calls in the conference.

Managing contacts

You can view, search and organise your contacts in **Contacts**. You can also monitor selected contacts, and start calls and chat sessions with them.

[Read more about managing contacts >](#)

Tab	Purpose
Search	Lists the results of any searches you perform in this tab.
Enterprise	Lists all the contacts in your company.
Favourites	Lists contacts you are statically monitoring. You or your administrator can configure this list in One Net Manager.
Monitored contacts	Lists the contacts you are monitoring on a temporary basis. If you are not monitoring any contacts on a temporary basis then this tab is not shown.
Personal	Lists your personal contacts. In this tab, you can add, delete and call your personal contacts.
Speed dial	Lists numbers that you can speed dial. Your administrator may have configured some speed dial numbers for you. In this tab, you can add, modify, delete and call speed dial numbers.
Friends	Lists contacts that you are friends with. When you add someone to your friends list, they are automatically sent a friend request. Once they accept your friend request, you can see your friends' availability for chat. Your friends list is available in other One Net Business applications, such as the One Net app.

To show a directory

1. Select the down arrow at the top of **Contacts**.
2. From the list, select the directory you want to display.
The directory appears in the list of tabs in **Contacts**. If there isn't enough room to view the tabs for all the selected directories, select the one you want to see from the directory list or use the arrows to scroll through the tabs.

To hide a directory

- Select  on the tab.

Searching for a contact

You can search for contacts in a specific directory or in all directories. You can create a new directory for the search results so you can narrow down your search.

[Read more about searching for contacts >](#)

Quick search

You can search on a column for entries that start with a specific character. You can only do a quick search on columns that can be used to order the directory.


To do a quick search:

1. In **Contacts**, select the tab you want to search.
2. Select the name of the column you want to search, for example **Last name**.
This will reorder the column as well.
3. Select the **Quick Search** box.
4. On the keypad, select a letter or digit.

Regular search

A regular search searches in a selected directory, or in all directories if you select the **Search** tab. When you search for contacts in a selected directory, you can search on one column or on all columns. A search on all directories includes all columns except **Notes**.

To do a regular search


1. Select the tab for the directory you want to search or the **Search** tab to search all directories.
2. Enter the text you want to search for.
You can enter partial information, such as part of a name or phone number, but you must enter at least two characters.
3. To restrict the search to entries that start with the entered string, select the **Begins with** box.
4. If you're searching a single directory you can select the column you want to search from the list.
5. Select .

Personal contacts

You can add or remove personal contacts with One Net Manager or One Net Receptionist. Any updates you make using One Net Manager appear in One Net Receptionist when you next log in.

You cannot modify a personal contact entry in One Net Receptionist. You can use One Net Manager to modify the information, or you can delete the entry and then add the updated version.

To add a personal contact:

1. In the **Contacts > Personal** tab, select .
2. In **Edit personal contacts**, select **Add**.
3. Enter the name and number of the contact.

To delete a personal contact:


1. In the **Personal** tab, select .
2. In the **Edit personal contacts** window, select the entry to delete.
3. Select **Delete**.

Speed dial contacts


You can manage your speed dial contacts in One Net Manager or using the **Speed dial** tab in One Net Receptionist. Any updates you make using One Net Manager appear in One Net Receptionist when you next log in.

[Learn about setting up speed dial contacts in One Net Manager >](#)


To add a speed dial contact

1. In the **Speed dial** tab, select .
2. In the **Edit speed dial numbers** window, select **Add**.
3. From the **Code** list, select a speed dial code.
4. Enter the number and description for the contact.

To change a speed dial contact

1. In the **Speed dial** tab, select .
2. In the **Edit speed dial numbers** window, double-click in the field you want to change.
3. Change the details for the entry.

To delete a speed dial contact









1. In the **Speed dial** tab, select .
2. In the **Edit speed dial numbers** window, select the entry to delete.
3. Select **Delete**.

Monitoring contacts

With One Net Receptionist, you can monitor the call status of selected contacts so you can see whether they are available for calls. Your administrator might set up these contacts for you, or you can set them up yourself in One Net Manager. Any changes you make using One Net Manager appear in One Net Receptionist when you next log in.

The selected contacts appear in your **Favourites** directory.

When you're monitoring a contact, their **Status** button shows their availability for calls. You can see the status of your monitored contacts in your **Enterprise, Search** and custom directories as well as in **Favourites**.

Icon	Status
	Private - your contact is not available for calls
	Your contact is available for calls
	Your contact's phone is ringing
	Your contact is away
	Your contact is on a call or in a meeting
	Your contact does not want to be disturbed
	Your contact is forwarding all calls
	You aren't monitoring this contact

[Read more about monitoring contacts >](#)

Chatting

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

If your organisation has chat configured, you can exchange instant messages with any of your One Net Business contacts and friends who also have chat enabled.

Look for this icon  next to their names.


On the tabs that show availability to chat, you can see each friend's availability and status message. You can use chat even if the person you want to chat to is offline. Your message will be delivered when your contact logs in to One Net Receptionist.

Starting a chat

To chat with a contact or friend

1. In **Contacts**, select a contact or friend.
2. Select **Chat**.


To invite contacts to a group chat

1. In **Contacts**, select one of the contacts you want to chat with.
2. Select **Chat**.
3. Select  from the top right of the chat window.
4. From the list, select each contact you want to invite and select **Invite**.



Managing call history

To view a call log

One Net Receptionist allows you to view your calls. By default, the calls are grouped into outgoing, incoming and missed calls.

1. In **Call console**, select .
2. To show calls in a specific group, select the **Show** list and select **Outgoing calls**, **Incoming calls** or **Missed calls**.

To delete a call log

1. In **Call console**, select .
2. To delete all call logs, select **Delete all**.
3. To delete a specific call log, select a group from the **Show** list, select a log and select .

Settings

When you first start using One Net Receptionist there are some setup tasks that you might need to do. You can do these tasks or change these settings later on if you want to.

The settings you can change vary, depending on what is enabled by your administrator.

[Read more about settings >](#)

General settings

To change your password



Password change affects all of your One Net Business products

When you change your password in One Net Receptionist, it changes everywhere in One Net Business.

1. Select **Settings > General > Change password**.
2. Enter your old and new passwords.
Your password must be at least eight characters long and contain two of the following criteria:
 - Upper case letters A-Z
 - Lower case letters a-z
 - Numbers 0-9
 - Special characters !@#\$%^&<>"*()_-+{};?/\.,
 Your password cannot contain the following:
 - More than two identical characters in a row
 - White spaces
 Your password cannot be the same as your last three passwords.
You must change your password at least every six months.
3. If you make a mistake, select **Reset** to clear the text boxes.

To choose the language for One Net Receptionist screens

You can choose the language to use in the One Net Receptionist screens or One Net Receptionist can automatically use the language set up for you in One Net Manager.

1. Select **Settings > General > Language**.
2. Select the language you want from the list.
Or
Select **Synchronise language with service profile**.

Service settings

To forward all your calls

If **Forward all calls** is listed on your **Services** page, you can forward all your calls to another number.

1. Select **Settings > Services**.
2. Select **Forward all calls** and select **Active**.
3. Enter the phone number you want your calls forwarded to in the **Forward to** box. You can use digits and the - character. The phone number can begin with 0 or the + character, for example: +49 211-555-1111.
4. If you want your desk phone to ring briefly and display details of the people who try to call you while you're forwarding your calls, select **Ring splash**.

To block all your calls

If **Do not disturb** is listed on your **Services** page, you can block all incoming calls. All your calls will be automatically transferred to your voicemail.



1. Select **Settings > Services**.
2. Select **Do not disturb** and select **Active**.
3. If you want your desk phone to ring briefly and display details of the people who try to call you while you're blocking your calls, select **Ring splash**.



If you share your line with other users, activating Do Not Disturb blocks all incoming calls for those users too.

Icons and abbreviations






Icons

Some icons might be surrounded by a blue box. This means the option is active. For example, the call waiting button  has a blue box to show that call waiting is active .





[Read more about icons and abbreviations >](#)

Icon	Meaning
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Icon	Meaning
Call states	
	This is the active call
	This call is on hold
	This call is incoming
	This call is outgoing
	This conference call is active
	This conference call is on hold
Common controls	
	Organise items in lists
	Add or edit information
	Expand or hide information
Call and contact controls	
	Open call history
	Activate call waiting
	Activate automatic answering
	Open a web page to show information about the active call
	Transfer to voicemail
	You have a voicemail















Icon	Meaning
	Open search results in a new tab
	Clear search results
	Group queues by call centre
	Dial the number in Enter a number
	Delete call log

Queued calls

	The call was bounced
	The call was reordered
	The caller is listening to a message
	The call is waiting to be answered

Availability and chat

	Next to your name: all calls are blocked
	Next to a contact: do not disturb with calls
	Next to your name: all calls are forwarded
	Next to a contact: forwarding a call
	Available to chat
	Away
	Busy

Icon	Meaning
	Not signed in to chat
	Private - your contact is not available for calls or chats
	Your contact has the chat feature, but is not in your list of friends
	You sent a friend request to this contact
	Your contact's call status is unknown
	Your contact is available for calls
	Your contact's phone is ringing
	Your contact is away
	Your contact is not available for calls
	Add or edit your chat status message
	Add a friend to a chat
	Call chat friend
	Pop-out chat window
	Pop-in chat window

Abbreviations

These abbreviations appear in One Net Receptionist.

Abbreviation	Meaning
ANS	Answer
CONF	Conference
DNIS	Dialled Number Identification Service
LDAP	Lightweight Directory Access Protocol
Mob	Mobile
Mon	Monitor
TXR	Transfer
Voicemail	Transfer to voicemail