

# Vodafone

# One Net Express

Your step-by-step guide to getting started  
with Vodafone One Net Express

*power to you*



## Contents

<b>1.0</b>	<b>Welcome to Vodafone One Net Express</b>	<b>3</b>	<b>2.7</b>	<b>Do Not Disturb</b>	<b>8</b>	<b>2.13</b>	<b>Withholding Your Number</b>	<b>10</b>
<b>2.0</b>	<b>User Features</b>	<b>4</b>	2.7.1	Activate Do Not Disturb	8	2.13.1	Permanently withhold your number	10
<b>2.1</b>	<b>Call Barring</b>	<b>5</b>	2.7.2	Deactivate Do Not Disturb	8	2.13.2	Selectively withhold your number	10
<b>2.2</b>	<b>Call Forward</b>	<b>5</b>	<b>2.8</b>	<b>Emergency Calls</b>	<b>8</b>	<b>2.14</b>	<b>Queuing</b>	<b>10</b>
<b>2.3</b>	<b>Call Hold</b>	<b>7</b>	To make an emergency call simply dial 999 or 112			<b>2.15</b>	<b>Voicemail</b>	<b>10</b>
2.3.1	Put a Call on Hold	7	<b>2.9</b>	<b>External Calls</b>	<b>8</b>	<b>2.16</b>	<b>Roaming</b>	<b>11</b>
<b>2.4</b>	<b>Call Transfer</b>	<b>7</b>	<b>2.10</b>	<b>Hunt Groups</b>	<b>9</b>	<b>2.17</b>	<b>Other Mobile Services</b>	<b>11</b>
2.4.1	To Transfer a Call	7	2.10.1	Four Types of Hunt Group	9	<b>3.0</b>	<b>Auto Attendant</b>	<b>12</b>
<b>2.5</b>	<b>Conference Calls</b>	<b>7</b>	2.10.2	Hunt Group Identification	9	<b>3.1</b>	<b>Using MS Windows</b>	<b>14</b>
2.5.1	Establish a Conference Call	7	2.10.3	Voicemail in a Multi-user hunt group	9	<b>3.2</b>	<b>Sample Transcript and Wav File</b>	<b>15</b>
2.5.2	Manage a Conference Call	8	<b>2.11</b>	<b>Internal Calls</b>	<b>9</b>	<b>4.0</b>	<b>Contacting Customer Service</b>	<b>16</b>
2.5.3	End a Conference Call	8	<b>2.12</b>	<b>Presenting your number</b>	<b>9</b>	<b>5.0</b>	<b>Feature Access Codes</b>	<b>17</b>
<b>2.6</b>	<b>Call Waiting</b>	<b>8</b>	2.12.1	Change number being presented on a per call basis	9			
2.6.1	Accept a Waiting Call	8	2.12.2	Internal One Net calls	10			
			2.12.3	Presenting your number when it is normally restricted	10			

1.0

# Welcome to Vodafone One Net Express

With Vodafone One Net Express you'll no longer need a landline and you'll benefit from call control features usually found on Corporate switch/PBX solutions. It's a simpler, more effective way to manage your voice communications. Express has been designed to support your business as it evolves. What you don't need you don't need to use.

2.0

## User Features

Features are described, together with instructions on how to activate or change them. Many mobile devices have menus which provide an easier way to activate some of these features so please take some time to become familiar with your particular mobile device.

## 2.0 User Features

### 2.1 Call Barring

You can restrict calls that can be made or received from your phone. To set up or change either Incoming Call Barring or Outgoing Call Barring, please call customer services.

If you are unable to make a call please check with customer services to see if the number or number range has been barred.

### 2.2 Call Forward

Please note that you should follow the information below as your phone's standard menus will not work on the One Net service. Call forwarding allows for calls to be delivered to your voicemail or any other number under specific conditions, as defined below:

- Call Forward Unconditional:
  - Where ALL calls to your number are unconditionally forwarded.
- Call Forward on Busy:
  - Where ALL calls to your number are forwarded if you are busy or when you explicitly reject an incoming call. (Note: If Call Waiting is activated then Call Forward on Busy will not be triggered for the second call you receive).
- Call Forward on Not Reachable:
  - Where ALL calls to your number are forwarded if you are not registered or not reachable on the Vodafone network.
- Call Forward on No Answer:
  - Where ALL calls to your number are forwarded if you do not answer incoming calls after a defined period of time, you can select from the following: 10, 20, 30 or 40 seconds.

Note: see table on page 6 for Feature Access Codes.

- Call Forward Selective:
  - Where SPECIFIC calls to a number are forwarded to another number when certain conditions are met.
- The following options are available:
  - Time of Day.
  - Day of Week.
  - Calling Party Number – list of full numbers or partial numbers. Up to 10 entries can be supported, e.g. Call Forward ALL calls from 01234 567890 and 01604 xxxxxx.
  - Once activated the Call Forward Selective will be invoked according to the time of day/day of week that has been scheduled. If you want this to be invoked on an ad hoc basis please remember to contact Customer Services to deactivate and then reactivate as required.

## 2.0 User Features

Customer Services can activate all Call Forwarding requirements that you have against the parameters described above.

If you wish to activate Call Forwarding dynamically, the codes shown here can be used to apply Call Forwarding to your mobile number.

If you use the codes shown here you should read the following rules carefully:

- If you have Call Forwarding (CF) in place already (standard default is CF Busy and CF Not Available and CF Not Ready to voicemail) and you activate CF Unconditional. The CF Unconditional will take precedence over your existing CF rules. If you deactivate CF Unconditional then your CF rules for CF Busy and CF Not Available and CF Not Ready will now be active in the same state immediately before CF Unconditional was activated.
- If you deactivate all CF using the code 1200 then all CF commands will be cancelled and you will need to reset your CF Rules for CF Busy and CF Not Available and CF Not Ready to either voicemail or another number.

Please contact customer services for any other changes to your Call Forwarding set-up.

Feature Access Code	Behaviour
1200	Deactivate All Call Diverts
1211	Activates Call Forward Busy and Call Forward Not Available to Voice Mail
1211 + Number	Activates Call Forward Busy and Call Forward Not Available to Number specified
1212	Activates Call Forward Unconditional to Voice Mail
1212 + Number	Activates Call Forward Unconditional to Number specified
1213	Deactivate Call Forward Unconditional
1224	Activates Call Forward Not Ready to Voice Mail
1224 + Number	Activates Call Forward Not Ready to Number specified
1225	Deactivate Call Forward Not Ready
1226	Activates Call Forward Busy to Voice Mail
1226 + Number	Activates Call Forward Busy to Number specified
1227	Deactivate Call Forward Busy
1228	Activates Call Forward Not Available to Voice Mail
1228 + Number	Activates Call Forward Not Available to the Number specified
1229	Deactivate Call Forward Not Available to Voice Mail

## 2.0 User Features

### 2.3 Call Hold

You can place a caller on hold and the caller will be played music.

When the call is on hold you have the option to make a second call and then, either toggle between the two calls, join the other two parties together with you leaving the call (Transfer) or join all parties as a Conference. (Please see the relevant sections below for more information on these features).

#### 2.3.1 Put a Call on Hold

- To place a call on hold:
  - Many mobiles have a 'hold' option in the menu which you can use.
  - Alternatively, first press the '2' key and then press your 'send' key.

### 2.4 Call Transfer

Call Transfer allows you to transfer an existing call to another person. The transfer can either be to someone within your company or to a number outside of your One Net service.

**Important Note:** when transferring to a number not in your company you will be charged as if you had initiated the call for the duration that the two parties are on the call.

#### 2.4.1 To Transfer a Call

To transfer a call, you first place it on hold and then call the number you wish to transfer the call to.

- Place the call on hold using the standard function on your phone. If your device does not have a 'hold' option, then press the '2' key and then the 'send key' which will also invoke 'hold'.
- Now call the person you wish to transfer the call to (note: some mobiles require you to select 'new call' on the phone menu before being able to dial this second number).
- Finally transfer the call using the standard function on your phone. If your device does not have a 'transfer' option, simply press the '4' key and then the 'send' key, which will 'transfer' the call.

This process will work for nearly all mobile phones. However, some phones do not support call transfer at all using either method, e.g. the iPhone, in this case call 'transfer' cannot be performed.

### 2.5 Conference Calls

You are able to join up to six people (including yourself) into a conference call.

#### 2.5.1 Establish a Conference Call

- The simplest way to achieve this is by using the phone's in-built menus where available, simply place the active call on hold, dial the third party and then select 'conference' or 'join' to connect all three parties in a conference.
- If the phone does not support these menus, then the following process will also deliver the desired experience.
- Press the '2' key and then the 'send' key to put the existing call on hold.
- Now call the person you wish to include in the conference call (note: some mobiles require you to select 'new call' on the phone menu before being able to dial this second number).
- Press the '3' key and then the 'send' key to join everyone together.
- You can keep adding people by using the phone menu, or by 'holding' the conference, (press the '2' key and then the 'send' key), then calling the new person, followed by pressing the '3' key and the 'send' key to add the new person to the conference.

## 2.0 User Features

### 2.5.2 Manage a Conference Call

As the conference chairman, you can drop an individual caller from the conference

- Press the '1' key and the number of the individual (e.g. 3) and send. To do this you need to remember (or record) the order they joined the conference (i.e. the order that you called them).

### 2.5.3 End a Conference Call

To end a conference call you need to hang up on each participant individually to close each leg of the call down.

### 2.6 Call Waiting

Call Waiting lets you know that a new caller is trying to contact you, while you are already engaged on an existing call. You can speak to the caller with or without ending the original call.

#### 2.6.1 Accept a Waiting Call

You will hear an intermittent tone which will alert you to the caller that is waiting to speak to you.

- Some devices will automatically offer Call Waiting options, (such as 'accept the incoming call and end the active', 'accept the incoming call and hold the active' or 'reject the incoming call'), these options will function correctly.
- If your device does not support these options, simply press the '2' key and then the 'send' key, this will place the existing call on hold and connect to the call that is waiting.
- To toggle back to the original call (or between the callers) use the phone menu, or press the '2' key and the 'send' key again.

### 2.7 Do Not Disturb

You can redirect all your incoming calls to your voicemail for a predefined period, after which time the redirection stops. The default time is eight hours.

#### 2.7.1. Activate Do Not Disturb

- Dial 126

#### 2.7.2. Deactivate Do Not Disturb

- Dial 127

### 2.8 Emergency Calls

To make an emergency call simply dial 999 or 112.

### 2.9 External Calls

To call a number that is not part of your Vodafone One Net Express group, simply dial the number.

## 2.0 User Features

### 2.10 Hunt Groups

Multi-user hunt groups enable a group of linked One Net users to be contacted via a single number. For example a sales team may have a single phone number that will ring all the sales staff within the group in a predefined sequence.

You can have a maximum of 20 users in any hunt group. It is possible to have multiple hunt groups, each with their own telephone number and these can be configured uniquely in terms of users who form part of the hunt group and how the hunt group 'hunts'.

#### 2.10.1 Four Types of Hunt Group

- Simultaneous
  - All phones in the Group ring at the same time.
- Sequential
  - Calls are delivered in a fixed order always starting with the first available person on the list.
- Circular
  - Calls are delivered in a fixed order, starting with the first available person on the list. Subsequently the next incoming caller will be sent to the next person in the list beginning where the last call was answered.

- Most Idle
  - This is designed to be most equitable in sharing calls around a group. As soon as a hunt group call is completed, then the One Net User moves to the bottom of the Hunt Group in a shuffling fashion. The next incoming call goes to the user who has been idle the longest.

#### 2.10.2 Hunt Group Identification

When a call is received from a Multi-user hunt group the calling number will be shown prefixed with a 2-digit code (yy). This number is unique to each hunt group in your company. For example, yy01202xxxxx. This allows you to identify and answer incoming calls appropriately for the number your caller has used.

When you receive a call from a Hunt Group the number stored in your received/missed call list will show the Multi-user hunt group code. Before you return the call you must first remove the 2-digit code (yy).

#### 2.10.3 Voicemail in a Multi-user Hunt Group

If a call is not answered when the hunting sequence has completed (i.e. no one was available to answer the call), the incoming caller will be sent to the voice mail of a nominated person in your company. To change the nominated person, please contact customer services.

The nominated person receiving Hunt Group calls into their voicemail should consider recording a generic company-type greeting rather than a personal one.

### 2.11 Internal Calls

You can dial another person in your One Net Group by either dialling the full number or their short code extension number.

### 2.12 Presenting your number

The standard default if you have a geographic number is to present this number when you make outgoing calls. If you wish to change the default presentation to your mobile number please contact customer services.

#### 2.12.1 Change number being presented on a per call basis

- To present your mobile number when the default presentation is your geographic number
  - Press #46# followed by the full number to be called.
- To present your geographic number when the default presentation is your mobile number
  - Press #45# followed by the full number to be called.

Example: #45# 01202 123 456 will place a call to telephone number 01202 123 456, with the user's geographic telephone number displayed as the CLI, instead of the user's default mobile number being displayed.

## 2.0 User Features

### 2.12.2 Internal One Net calls

You can choose to have your One Net colleagues see either your full number or your extension number when you are calling them.

Please contact customer services to permanently make changes to the number that you present (see withholding your number for ad hoc changes).

### 2.12.3 Presenting your number when it is normally restricted

If you choose to have your number permanently restricted (i.e. not presented) by using the withholding feature (see 2.15 below), then you can selectively present your number on a per call basis:

- Dial 1470 in front of the number you are calling.  
Note: If you wish to present your mobile number in these instances rather than your geographic number please contact customer services.

### 2.13 Withholding Your Number

You can prevent the person you are calling from seeing your phone number. You can do this for individual calls or permanently.

#### 2.13.1 Permanently withhold your number

To permanently withhold your number for all calls can be done by using the setting in your mobile phone (please refer to your phone manual).

#### 2.13.2 Selectively withhold your number

To selectively withhold your number on a per call basis:

- Dial 141 in front of the number you are calling.

### 2.14 Queuing

If you have Queuing enabled then up to 20 calls will stay in the queue. There are two configurable Queue options:

- A preset time that a call remains in the queue before being redirected to Voice Mail or another predetermined number.
  - The values are in 5-minute increments from 5 minutes to a maximum of 60 minutes.
- Time interval between answered calls, sometimes also know as wrap-up time. This give agents time to finish the last call and prepare to take the next call.
  - The time intervals available are 5, 10, 15, 30, 45, 60 seconds.

Queuing is only available on company numbers. By default this option is not enabled. To switch on call queuing please contact customer services.

### 2.15 Voicemail

All calls to either your mobile number or your geographic number will be deposited in a single voicemail box – so you never miss a call.

- Dial 121 to retrieve your voicemail messages.

## 2.0 User Features

### 2.16 Roaming

While you will be able to make and receive calls while roaming (subject to overseas network availability) it should be noted that:

- Short code dialling whilst roaming is not available, (e.g. dialling a colleague's short code extension whilst roaming).
- The Feature Access Codes as listed in section 5 are not available (it's best to set your options before travelling).
- Vodafone Passport is currently not available on Vodafone One Net .
- For more information on roaming please see [www.vodafone.co.uk/roaming](http://www.vodafone.co.uk/roaming)

### 2.17 Other Mobile Services.

The following services are not available on Vodafone One Net Express:

- 3G Video Calling
- Mobile Fax
- Circuit-Switched Data Services.

3.0

## Auto Attendant

Auto Attendant allows your incoming callers to select a department or individual through an interactive voice prompt menu. This feature is generally used in conjunction with your main published company number.

### 3.0 Auto Attendant

The announcement would typically contain a company greeting; possibly a message, e.g. opening hours; and a list of options, e.g. press 1 for sales, 2 for finance etc. A maximum of nine options can be used.

The announcement file must be recorded and saved as a .WAV file using the following audio format: 16 bit, 11 KHz, Mono. The following instructions will guide you through the process using a Windows PC, however you can use any computer/software you like to record your announcement.

It is recommended that you do not use the microphone built into a computer/laptop as these tend to pick up background noise from the computer's fan and hard disk. A microphone such as one built into a headset has been found to produce good results.

At the end of this section is a transcript of an example announcement. If you are reading this online, a sound file is also attached for your reference.

## 3.0 Auto Attendant

### 3.1 Using MS Windows

**1** Connect a Microphone to your PC, preferably one with headphones so that you can hear the recording without any other ambient noises. You should ensure that there is no background noise in your recording.  
Note: See page 15 for a screenshot.

**2** Start Windows Recorder software. You should find this in the 'Start' menu, 'All Programs' under 'Accessories', 'Entertainment'.

**3** In the Sound Recorder window, select 'File' and 'Properties'. You can now set the Audio Format by selecting 11.025KHz, 16 Bit, Mono. You can save this using 'Save As', suggested name Auto Attendant.

Note: when you next open sound recorder you would need to re-select the correct Audio Format.

**4** To change the recording volume level you select the 'Edit' menu, then 'Audio Properties' and then 'Sound Recording'. You may need to experiment to get the right sound level. Try starting at about the midpoint.

**5** Now press the red record button. Record your announcement. Once recorded press Stop and then go to the Start of your recording and press play to review.

**6** If all is ok, select 'File' and 'Save'. The file name should contain descriptive text (maximum 20 characters) and the date recorded.

For example: 'Christmas\_hours\_2010.wav'. This will enable easy identification of the correct sound file to play if you have a number of pre-recorded files for different events or time of the year.

**7** It is possible to enable your incoming callers to be able to dial directly to an individual if they know that person's extension number.

If an incoming caller presses Zero (0) then they will be invited to enter an extension number. If you want to let callers know about this option then you would need to include it in your customised announcement.

For example: 'If you know the extension number of the person that you wish to be connected to then please press 0'.

Note: This option exists in all implementations by default, even if you do not mention it in your announcements. This means that any caller pressing Zero (0) will be invited to enter an extension number even if you do not refer to this option in your announcement.

**8** Please add the following line to the end of your recordings: 'To repeat these options please key hash'.

**9** Now you have your announcement recorded you will need to contact our customer services team:

Please email the WAV file with the following information:

Contact Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Option 1 destination: \_\_\_\_\_

Option 2: \_\_\_\_\_

Option 3: \_\_\_\_\_

Option 4: \_\_\_\_\_

Option 5: \_\_\_\_\_

Option 6: \_\_\_\_\_

Option 7: \_\_\_\_\_

Option 8: \_\_\_\_\_

Option 9: \_\_\_\_\_

to onenetexpress@vodafone.com

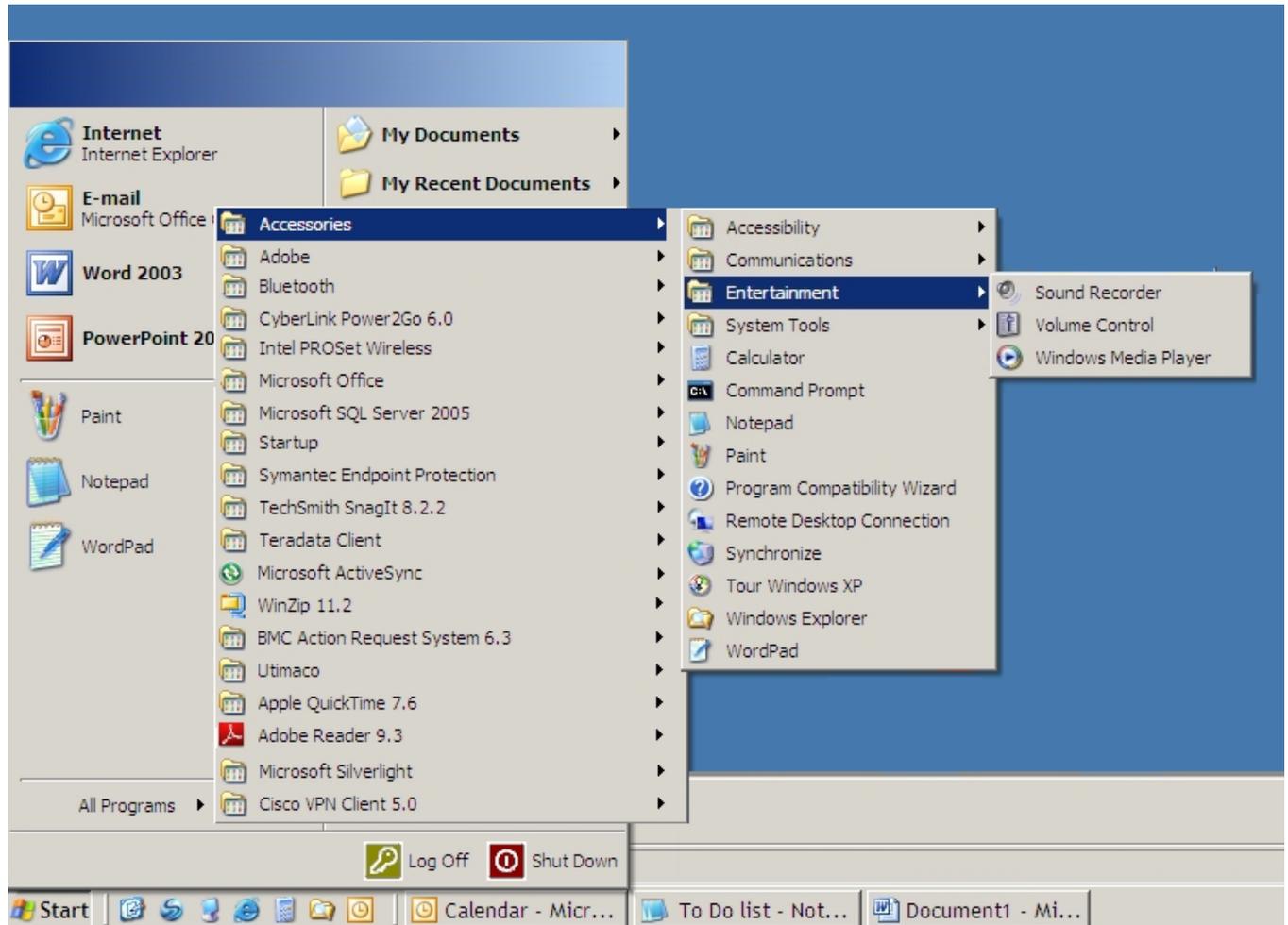
Please note you should allow 10 Working days for the announcement to become active.

### 3.0 Auto Attendant

#### 3.2 Sample Transcript and Wav File

Welcome to World Wide Travel Ltd. Our opening hours are Monday to Friday eight-thirty am to six pm and Saturdays from nine am to four pm. Press 1 for new travel enquiries, Press 2 for visa information and Press 3 for existing bookings. If you know the extension number you wish to be connected to press 0. To repeat these options please Press Hash.

Sample .wav file



4.0

# Contacting Customer Service

There is a specific One Net customer service team dedicated to ensuring you get the best from your Vodafone One Net Express Service. They will be able to answer and resolve any queries or problems that you might have.

## Vodafone One Net Express Customer Service support team

08:00–18:00 (Monday to Friday)

**Telephone:** 08454 402074

**Short Dial:** 40084

**Email:** [VodafoneOneNet@Vodafone.com](mailto:VodafoneOneNet@Vodafone.com)

## Out-of-hours Support for high-priority incidents

**Telephone:** 08454 402074

**Short Dial:** 40084

**Email:** [VodafoneOneNet@Vodafone.com](mailto:VodafoneOneNet@Vodafone.com)

## 5.0 Feature Access Codes

### Call Forwarding

Feature Access Code	Behaviour
1200	Deactivate All Call Diverts
1211	Activates Call Forward Busy and Call Forward Not Available to Voice Mail
1211 + Number	Activates Call Forward Busy and Call Forward Not Available to Number specified
1212	Activates Call Forward Unconditional to Voice Mail
1212 + Number	Activates Call Forward Unconditional to Number specified
1213	Deactivate Call Forward Unconditional
1224	Activates Call Forward Not Ready to Voice Mail
1224 + Number	Activates Call Forward Not Ready to Number specified
1225	Deactivate Call Forward Not Ready
1226	Activates Call Forward Busy to Voice Mail
1226 + Number	Activates Call Forward Busy to number specified
1227	Deactivate Call Forward Busy
1228	Activates Call Forward Not Available to Voice Mail
1228 + Number	Activates Call Forward Not Available to the Number specified
1229	Deactivate Call Forward Not Available to Voice Mail

### Do Not Disturb

Feature Access Code	Behaviour
126	Activate Do Not Disturb
127	Deactivate Do Not Disturb

### Calling Line Identity CLI

Feature Access Code	Behaviour
1470(+Number)	Present my CLI on a Per Call basis (used when your number is normally withheld)
141(+Number)	Withhold my CLI on a Per Call basis (used when your number is normally presented)
#46#(+Number)	Per Call Dial Out – using my mobile number
#45#(+Number)	Per Call Dial Out – using geographic number

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TT24090/221210

