Vodafone One Net app
Quick Start Guide
For PC

Contents

What is the One Net app?

Whether you're working at your computer or your laptop, on your mobile or on your tablet, the One Net app makes it easy for you to communicate and collaborate with your colleagues.

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

- Access your organization's directory.
- Make and receive voice calls or video calls.
- Move calls between your mobile and desk phone, or transfer calls to someone else.
- Forward incoming calls to someone else.
- Chat (exchange instant messages) with someone, or a group of people.
- Transfer files.
- Share your screen or an application.
- Set up group calls and conference calls.
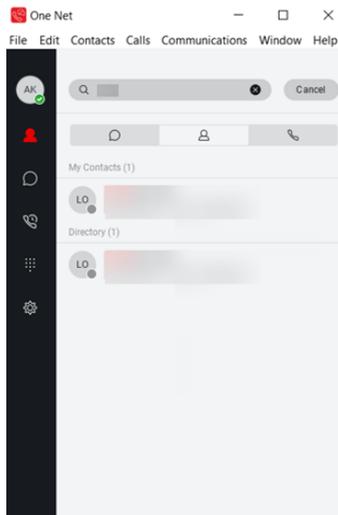
Installing the One Net app

Read about installing the One Net app (English) >

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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

Changing language before logging in

The default language of the One Net app is the language of your operating system. On PC and Mac, you can change this language before logging in.

To change language before logging in

1. Select ⚙.
2. From the drop-down list at the top, select **General**.
3. From the **Language** list, select the required language.

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. Select or enter your username.
3. Enter your password.
4. Select **Remember password** and **Sign in automatically** if you would like to use these features next time you start the One Net app.
5. Select **Sign In**.

Starting the One Net app when you turn on your PC

1. Select ⚙.
2. Select the drop-down list at the top and select **General**.
3. Select or clear **Run this program when the system starts**.

Logging out

Options for leaving the One Net app are:

- **Exit One Net** to log out and close the app, or
- **Sign Out** to log out and return to the login window. This is useful if you share your computer with someone else.

To log out of the One Net app

1. Select **File**.
2. Select **Exit One Net** or **Sign Out**.

Read more about logging in and out (English) >

Read more about logging in and out (German) >

Changing the display language

1. Select ⚙.
2. Select the drop-down list at the top and select **General**.
3. Select the language you want.

Setting your personal details

You can change the photo, location 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 colleagues.

Read more about setting your personal details (English) >

Read more about setting your personal details (German) >

Changing your photo

1. In the top-left corner of your One Net app window, select your initials or your current profile photo.
2. Select your initials or your current profile photo.
3. Select the photo that you want to use.
4. Select **Open**.

Changing your location

Your location is detected automatically but you can set it manually if you prefer.

1. In the top-left corner of your One Net app window, select your profile photo or initials.
2. Select **Set Location**.
3. Set the location and time zone that you want to display to your colleagues.
4. Select **Publish Location**.

Changing your status message

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

1. In the top-left corner of your One Net app window, select your profile photo or initials.
2. Select the **What's on your mind?** text field.
3. Type in the status message that you want to display.
4. Press **Enter**.

Availability

The top of your One Net app window shows your availability to call or chat with your friends.
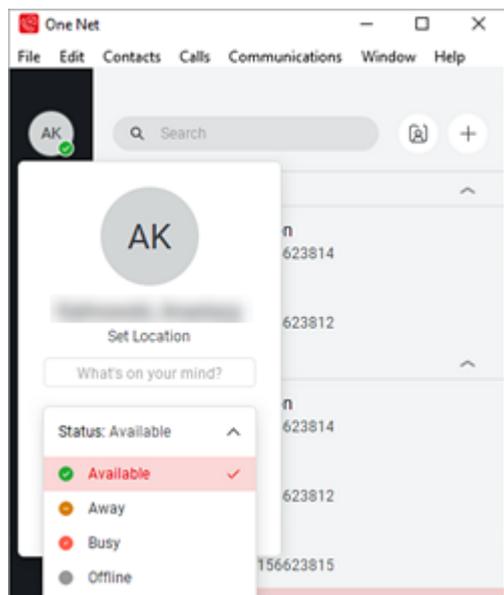
Select your profile photo (or your initials) to see your current location and status message.

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

If someone subscribes to you, you receive a request to share your availability status with them. You can accept or decline the request.

Read more about availability (English) >

Read more about availability (German) >

Changing availability

Your availability status 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 status changes automatically if you have a scheduled meeting that you have accepted.

Changing your availability manually

1. In the top-left corner or your One Net app window, select your profile photo or initials.
2. Select **Status:**.
3. Select the required availability status from the list.

Checking who's available

You can see who is logged in and available for chats and calls by the status colours:

When you see	the person...
✅	is available to chat or call
🚫	is busy, or
	is in a meeting, or
	is on a call
➖	is away from their desk
⚪	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, or
	is not logged in, or
	has changed their availability to offline

Contacts

Finding someone in the phone book

You can access your company's main phone book using the One Net app. When you find someone in the directory, you can start a call or a chat.

Read more about contacts (English) >

Read more about contacts (German) >

1. Select ⧠.
2. Enter a name into the search box.
   Your organisation's directory contacts display below the My Contacts list.
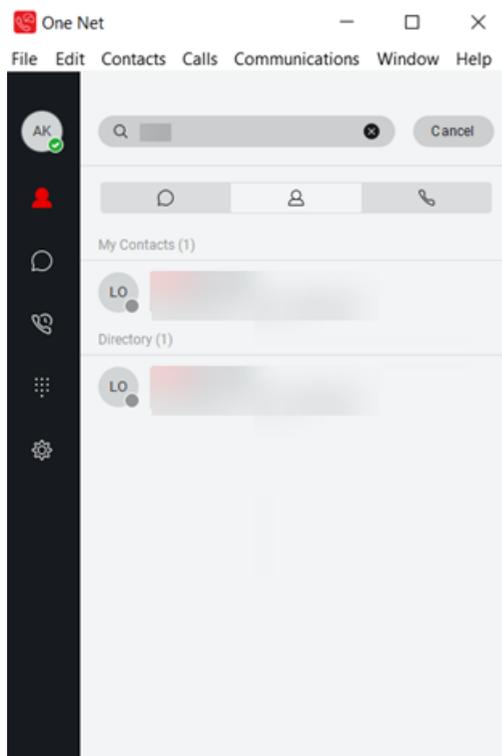
Adding contacts from the directory

You can find people in your organisation's directory and add them to the My Contacts list.

1. Select ⚇.
2. Search for the person you want to add to the My Contacts list.
3. Right-click and select **Add to Contacts**.

Finding someone in My Contacts

You can search for people in the My Contacts list.

1. Select 👤 to show the My Contacts list.
2. Select the person you are looking for, or enter part of their name into the search box to filter the list.
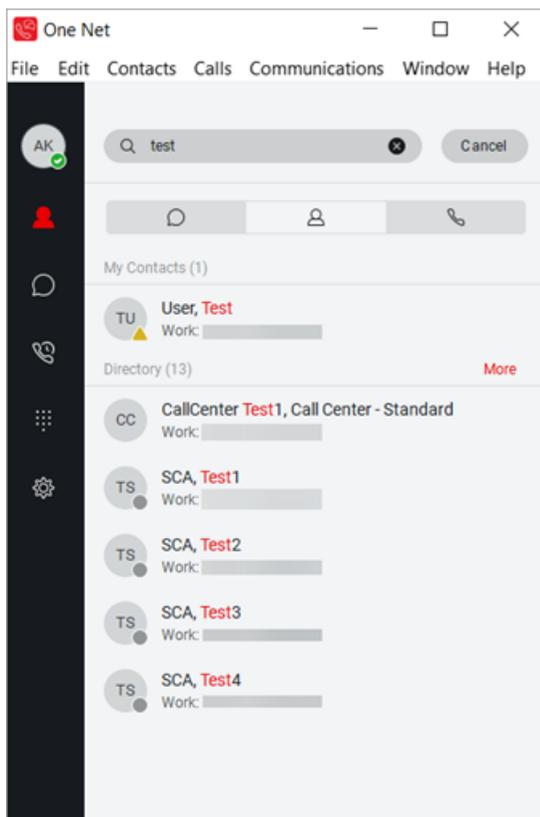
Selecting your favourites

You can select the people who you contact most frequently and mark them as your favourites. Favourites appear in a separate section.

You can have as many favourites as you want.

1. Select ⧗.
2. Right-click on the person that you want to make a favourite.
3. Select **Set as Favorite**.

Grouping people

You can gather contacts into groups, to start a chat or call with everyone in the group.

Creating a new group

You must create a group before adding people to it.

1. Select ┼.
2. Select **New Contact Group**.
3. Type in the new group's name.
4. In the bottom-right corner, select **Add to Contacts**.

Adding someone to a group

You can add contacts to as many groups as you like.

1. Select ⧗.
2. Right-click on the contact that you want to add to a group.
3. Select **Add to Group**.
4. Select the group that you want to add the contact to.

Calls in the One Net app

You can start an audio or video call:

- From your One Net app main window
- From a chat window
- From your communication history window

> **ⓘ** Video calls are available only on PC and Mac®.

Read more about calls in the One Net app (English) >

Read more about calls in the One Net app (German) >

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.

To call a person listed on your My Contacts list:

1. Select 👤.
2. Right-click on the person that you want to call.
3. To make an audio call, select **Audio Call**.
   To make a video call, select **Video Call**.
   To make an audio call from your desk phone, select **Call from Other Device**.

To call a person listed in your organisation's directory:

1. Select ⌓.
2. At the top, select the **Search** box.
3. Type in the name of the person that you want to call.
4. Right-click on the person that you want to call.
5. To make an audio call, select **Audio Call**.
   To make a video call, select **Video Call**.
   To make an audio call from your desk phone, select **Call from Other Device**.

To call a person from outside your organisation's directory:

1. Select ⁝⁝⁝.
2. Enter the required number.
3. To make an audio call, select ☏.
   To make a video call, select ▭◁.
   To make an audio call from your desk phone, select ⌐⌙.

Making a group call

1. Select ⌓.
2. Right-click on the name of the group you want to call.
3. Select **Call**, **Click-to-Dial** or **Video call** to start a call from your computer, desk phone or by video.

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.

Select one of these options:

- ☏ to answer the call and speak to the caller.
- ▭◁ to open a video call window and answer the video call. This option is only available if the caller makes a video call.
- ◯ to answer the call and open a chat window with the caller.
- ✕ 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.

Read more about chatting (English) >

Read more about chatting (German) >

Starting a chat

You can start a chat with your contacts or with people in your organisation's directory. 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. Hover your mouse over the photo or initials of the person you want to chat with.
3. Select ⚬.

To start a group chat

- Select and move other people into the chat window to add them to the chat. Group chat requests are automatically sent to the people you selected. When someone accepts the invitation, their name appears in the chat window.

Sharing your screen or an application

All participants who want to share their screen must be using a PC or Mac®. When you have started a call or chat, you can share your screen or an application with the other people. Viewers can zoom in and out of the screen you're sharing.

Use these icons for sharing your screen or an application:

Icon	Action
📞	Start call from desktop
📹	Start video call
⬆	Open the window with screen-sharing options

Screen sharing controls	Action
‖	Pause or resume screen or application sharing
⬆	Select a different screen or application to share
⊙	Preview what you're sharing

> ✅ When viewing a screen shared by someone else, click ➕ to zoom in and ➖ to zoom out.

To share your screen or an application

1. Select the person or people you want to share your screen or an application with.
2. Select 📞, 🎥 or 🔗.
3. Select [↑].
4. Double-click a screen or an application to start sharing it.
   When sharing your screen, you can still add people to your call or chat.
5. To stop sharing your screen, select **Stop**.

> ✅ **Notifications**
>
> When you're sharing a screen, all your One Net app notifications are blocked.

Sending and receiving files

When you have started a chat from the One Net app , you can exchange files with the other person or people in the chat who are using a PC or Mac.

Sending a file from the chat window

1. Select [↑].
2. Navigate to the file or files you want to send and select **Open**.
   The One Net app sends a message to the other people in the chat, asking them to accept or decline the file.
3. When a person accepts the file from you, the file is transferred and your chat window displays **File sent**.

Receiving a file from the chat window

When you see the file name appear in your chat window:

1. Select **Accept**.
2. Navigate to where you want to save the file.
3. Select **Save**.

My Room

My Room is a personal dedicated place where you can bring people together to communicate and collaborate. In My Room, you can chat or hold an audio conference with the other people in the room. You can send My Room meeting invitations to people you want to work with, even if they are not within your organisation or don't have One Net Business.

On PC and Mac, you can drag and drop your colleagues' names into My Room so they can join the conversation.

Read more about My Room (English) >

Read more about My Room (German) >

These buttons are used in My Room on PC and Mac:

Button	Action
📞	Start an audio conference call
🎥	Start a video conference call
📲	Start a conference call using your desk phone
⬆	Open the share panel (or select a different application to share)
💬	Open the chat
👤	See the participant list
↗	Open My Room in a separate window
✉	Email the meeting invitation
↺	Generate a new meeting link
⏸	Pause screen sharing
⊙	Preview what you're sharing

Start using My Room

1. Select [icon] to open My Room.
2. On the right, select **Add people**.
3. Type in the names of the people that you want to add to My Room.
4. Select the person that you want to add.
5. Select **Add**.

When you're done, close My Room to end the session.

Updating the One Net app

The One Net app is being replaced by the Webex app. We contact our customers directly when they can start using the Webex app.

Learn more about how to get started with the Webex app >

Advantages of replacing One Net app with the Webex app:

- The Webex app gives access to a number of One Net Business features in a one modern user interface.
- Full screen, gallery view, whiteboard, and music mode.
- Reduction of background noise.
- The Webex app enables to seamlessly integrate over 100 industry-leading apps.
- The Webex app can be downloaded and updated directly from the manufacturer.
- My Room is replaced by the Webex Meetings, which supports HD video quality and virtual backgrounds.

Make sure you have your network and devices configured to work with the Webex app.

Read about Webex system requirements (English) >

Read about the Webex system requirements (German) >

Logging in to the Webex app

You don't need to create a Webex account to log in to the Webex app. You can log in using your existing One Net account.

If you registered your One Net account with your email address, log in to the Webex app with the same username and password you use to log in to your One Net app.

If you didn't register your One Net account with your email address, or if you already have a Webex account, log in to the Webex app with your One Net user ID and password. You can find your One Net user ID in your personal profile, in One Net Manager.

Webex requires an exclusive email address for login. If you are not sure how to log in, you can find the information in your personal profile, in One Net Manager, additional information, under your email address.

Read about how the Webex app works in the Help Center >

Webex new users

If you're a new One Net Business user and want to use the Webex app, your admin needs to add you to the site and assign you the One Net app for Desktop additional service.

Read about managing users (English) >

Read about managing users (German) >