



One Net Anywhere

Get set up in three
easy steps

The future is exciting.

Ready?



Quick Start Guide

Welcome

We hope you enjoy the benefits of Vodafone One Net Anywhere. Soon your virtual landline/s and mobiles will work together so you'll be able to receive landline calls on your mobile at no extra cost.

Once you've completed these steps you're ready to go.

Getting started

To get you up and running quickly, we've put together this guide which tells you about the top features of your new service. To find out more, take a look at your user guide.

Step 1 – Getting started

Great news, you're now connected to the One Net Anywhere price plan and are ready to complete the activation steps to get you up and running.

As part of the One Net Anywhere service you will receive a standard landline number that routes through to your mobile and can either choose a new number or keep your existing number.

You also have the option to have additional landline numbers routed to one or more of the mobiles in your company that are on One Net Anywhere – this is called a Hunt Group.

For a full list and explanation of the features available please refer to the back of the User Guide.

Step 2 – Give us a call

To complete the activation of your service, call us as soon as possible on 03333 042074. Lines are open 8am – 6pm, Monday to Friday.

When you call, please have to hand:

- Your account number and mobile phone number(s).
- If you want new landline numbers:
 - Please provide the local area codes you would like your landline numbers for (e.g. Nottingham, 0115).
 - Please note that some area codes, such as London, 0207 and 0208 are not currently available.
- If you want to keep your existing landline number/s
 - We will need some details from your existing provider in writing. Please request this over the phone and we will send you a Port Authority Form via email for you to complete and return to us.
- Hunt Group

A hunt group is where one or more mobiles on your One Net Anywhere price plan have been set up to receive incoming calls made to a single landline number. If you would like a hunt group set up please let us know:

 - How many landline numbers you want.
 - Which local area code/s you would like the number/s for.
 - Which mobile phone number/s on your One Net Anywhere price plan you want to receive calls from the hunt group number.

Step 3 – Completing your activation

We will email you once your activation is complete. If you have requested new landline numbers activation will take approximately two working days. If you have asked us to port your existing landline numbers, this will take a little longer depending on your current provider's contract terms and we will advise you of the completion date.

Please note: In the meantime, you can continue to use your mobile phone as normal. All other features listed in the user guide can be set up once you have completed the activation steps.

Call our Customer Services team from your mobile on 191 or go online at www.vodafone.co.uk

Top features and how to use them

1 Change the number you present when making a call

- To show your mobile number when the default display is your landline number.
- Press #46# followed by the full number to be called.
- To show your landline number when the default display is your mobile number.
- Press #45# followed by the full number to be called.

2 Recognise the multi-user hunt group of an incoming caller

(please note, the hunt group feature will only work with two or more users)

- 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.

3 Call Hold

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

4 Call Transfer

- First put the call on hold and then call the person you wish to transfer the call to.
- Then press the '4' key and then the 'send' key.

5 Voicemail

- Dial 121 to retrieve your voicemail messages.



Get multiple local landline numbers on your mobile

Advertise your business further afield and appear local wherever you are.



Professional call handling

Professional call handling features like hunt groups, automated answer and call transfer so your calls are always answered in the most professional way even when you can't take the call yourself.



Multi-user Hunt Groups

If one person in your team can't answer an incoming call, Vodafone One Net Anywhere searches other mobiles and diverts the call to the nearest free line.

Vodafone One Net Anywhere
Customer Service support team

8am – 6pm (Monday to Friday)

Telephone: 03333 042074

Email: vodafoneonenet@vodafone.com

Out-of-hours support is available for
high-priority incidents (lost and stolen)
Please use the same contact details as above.