

Vodacom
Power to you



User Guide

Your guide to setting up your
Vodacom One Net Express
service.

Welcome to the world of Vodacom One Net Express

Now that you have chosen Vodacom One Net Express for your business, what's the next step?

To fully understand each feature that Vodacom will be configuring for your company, we have provided a description of each, followed by 5 simple steps to activate these great Vodacom One Net Express features.



**Thank you for choosing
Vodacom One Net Express**

1. Geographic Number Allocation and Geographic Number Portability

One solution, one provider

Vodacom now provides you with two options for access to a new or existing landline telephone number, within your Vodacom One Net Express solution, providing you with comprehensive, all inclusive communications:

- **Geographic Number Allocation**
Geographic Number Allocation (GNA) is the ability to allocate a Vodacom landline telephone number to a new or existing Vodacom customer.
- **Geographic Number Portability**
Geographic Number Portability (GNP), also known as Fixed Number Portability, allows a customer with a landline telephone number to port from their current landline service provider to another, without losing their landline telephone number. This refers to the numbers 01X, 02X, 03X, 04X, 05X. This excludes, 0860, 0800, 0861, 0862, 087, 085, service provider specific numbers (eg.: 1023) and mobile numbers. Your landline telephone number will then be ported into the Vodacom network, allowing you to deal with one service provider for all your communication needs.

The landline telephone number can then be allocated to your company to use as your main company contact number that is advertised to customers, or an individual user within your Closed User Group.

Covered wherever you are

Depending on where your offices are based, an associated landline telephone number will be allocated. This means that you must have offices in the region that the number is associated with. In other words, if your offices are based in Cape Town, you will only be allocated with, or be able to port, an 021 prefixed landline telephone number.

If you have an office in Cape Town and Durban you can be allocated with, or port in, an 021 and 031 prefixed landline telephone number. Please remember to change your password on your 3G Desk Phone.

2. One Net Express 3G Desk Phone and Plus Price Plan

You can choose from two landline telephone number price plans. The Vodacom One Net Express Plus price plans include a 3G Desk Phone per price plan. These price plans work the same as a cellphone contract price plan. There is the option of taking it on a 24-month contract basis or a month-to-month basis, where the desk phone will be purchased upfront.

- The Vodacom One Net Express Plus price plans includes the following:
 - Free SIM and connection
 - Landline telephone number porting (Geographic Number Portability) cost
 - Itemised Billing
 - CLIP, CLIR
- Optional
 - Monthly Bolt-on Data
 - 89c International Calling subscription (customer must opt in for this service) at an additional R5 per month
- The One Net Express Plus price plan will be available on either a 24-month contract, or a month-to-month contract, as per the two rate plans called One Net Express Plus Small & Medium
- When added to the Vodacom One Net Express service, each user will receive 500 On Net Vodacom One Net Express minutes, to call other users in the Closed User Group for free

One Net Express Plus Tariff	Inclusive Value			Out of Bundle rate (Incl. Vat)		
	Anytime Voice Minutes	Data Bundle	SMS	Voice	SMS	Data
Small	100	250MB	50	R0.99c	R0.35c	R1.00
Medium	150	500MB	75	R0.99c	R0.35c	R1.00

How it works

As a Hunt Group Number

- A landline telephone number can be used as the main company contact number and can be configured as a Hunt Group, with the Auto Attendant feature
- Hunt Group numbers will only be able to receive inbound calls, no outbound calls, SMS and MMS will be allowed. Inbound calls will be routed to the appropriate users contained in the Closed User Group

As an Individual user

- When used as an individual user, you will receive a 3G Desk Phone that is associated with one of the One Net Express Plus price plans
- A landline telephone number will be allocated to the 3G Desk Phone
- The landline telephone number will then be included, as part of the Closed User Group, and receive 500 On Net Vodacom One Net Express minutes, over and above the bundled minutes, included in the One Net Express Plus price plan

Features

- Receive telephone calls on your main company number, which are intelligently routed to your cellphone, or 3G Desk Phone in your Closed User Group, through the Hunt Group feature, so you never miss a business call
- Advertise your landline telephone number to customers and intelligently route all calls through Auto Attendant to the relevant department
- Choose as many landline telephone numbers, for Closed User Group members, as the company requires, wherever the company has a physical office
- Vodacom One Net Express represents the first step to an all-in-one communications solution, by combining landline, cellphone and data services – enabling you to engage with your business in an efficient and professional way
- Use data on the 3G WiFi desk phone to connect up to 5 devices, such as tablets and PCs. Please remember to change your password on your 3G Desk Phone

Useful information:

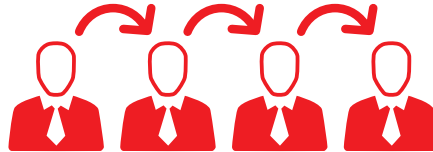
- When a landline telephone number is ported, any associated service with the number could be disconnected, so you may need to check with your current service provider if you are unsure of the effect porting will have on any service you still require. Once the porting is complete, we recommend that you contact your previous service provider, to ensure that you will no longer be billed, for any of their services that you no longer require
- If you have any linked numbers, associated with the number you wish to port, then please contact your current provider, and ask for these to be detached from your number port or cancelled. You may also port these additional lines over to Vodacom if you wish. The porting process will fail if you port a number that is still linked to another number, that is not being ported, which will cause further delays for your number transfer request
- Commonly, broadband connections (e.g. ADSL) are associated with a phone number, so these will be disconnected if the associated number is ported to a different service provider. We are only able to port active numbers, therefore please do not request cancellation until the number port is complete
- The time taken between deactivation, by the original provider, and activation by Vodacom, may result in disruption of your service by either of the two operators

3. Hunt Group

1. What will Vodacom One Net Express do for your business?

Vodacom One Net Express gives you advance call routing features and functionality on your cellphone and 3G Desk Phone.

With a range of professional call handling features, not previously available on a cellphone, it will give your business an even more responsive image, increasing productivity and improving business agility. To help you achieve this, Vodacom One Net Express provides you with the following features:



A Hunt Group enables a group of your employees, who have Vodacom One Net Express activated on their cellphones and landline telephone numbers, to be contactable through a single number.

Feature	How it works
<h3>Hunt Group behaviour</h3> <p>Calls to your company's nominated Hunt Group number can ring on the users' cellphones or landline telephone numbers, within the Hunt Group in one of four ways:</p>	<p>Sequential (Default) Calls are delivered in a fixed order, always starting with the first user in the Hunt Group. If the first user is not available, the call will jump to the next user's cellphone or landline telephone number in the Hunt Group.</p> <p>Parallel The first 5 cellphones or landline telephone numbers in the Hunt Group ring at the same time. The user that is free will answer the call. If all 5 users do not answer, the system rings through the remainder of the users in the Hunt Group in Sequential mode.</p> <p>Circular Calls are delivered in a fixed order, starting with the next available user on the list. In Circular Ringing, calls are evenly distributed between the users.</p> <p>Longest Free Call will be routed to the user who has not attended to a call for the longest time.</p>
<h3>Multiple Hunt Groups</h3>	<p>Up to 9 Hunt Groups – each with their own contact number – can be configured uniquely in terms of which users form part of the Hunt Group. Auto Attendant takes up a Hunt Group slot.</p>
<h3>Call Queuing in a Hunt Group</h3>	<p>Call Queuing puts incoming calls to a Hunt Group into a queue when all users' numbers are busy. As soon as a user is free, calls are sent from the queue to that cellphone or landline telephone number.</p> <p>A preset time that a call remains in the queue can be activated. After the preset time, the call will be redirected to voicemail or another predetermined number of your choice.</p>
<h3>Voicemail in a Hunt Group</h3>	<p>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 voicemail of a nominated number in your company.</p>

4. Auto Attendant



Auto Attendant is an interactive voice prompt menu, that allows your incoming callers to select a department or individual, that they would like to speak to through defined voice prompts... so your calls are always answered in the most professional way. For example: "Press 1 for Sales, Press 2 for Finance".

Auto Attendant is an optional feature and does not have to be activated.

The activation of Auto Attendant reduces the maximum number of Hunt Groups to 8.

If you decide to use Auto Attendant, you will assign a Hunt Group number to the service, which ideally would be the main number you communicate to customers.

You are able to record your own Auto Attend message, and through the Vodacom Customer Support Centre, this can be uploaded on to the One Net Express platform. It is suggested that both the Auto Attendant and Hunt Group messages be recorded.

Taking steps towards success

Step 1: What do you need? Have the following information at hand to correctly set up your required features:

1. Hunt Group set up

- How many Hunt Groups you would like to set up and a name for each, e.g. Sales Hunt Group, Orders Hunt Group etc.
- A list of all the Vodacom One Net Express users' cellphone numbers and landline telephone numbers that you would like to add to your Hunt Group(s)
- How you would like incoming calls to your Hunt Group(s) to ring on users' cellphones and landline telephone numbers, i.e. Sequential, Parallel, Circular or Longest Free. It is important to decide the order, in which numbers are listed, depending on how you set up Hunt Group ringing behaviour
- How you want your voicemail messages to be handled

2. Auto Attendant set up (optional)

- Which Hunt Group should Auto Attendant be configured on
- The name of your Auto Attendant service.
It is recommended that you use your company name
- The welcome message and out-of-office message customers will hear when calling
- The set of voice prompts you would like to set up, e.g. 'Press 1 for Sales, Press 2 for Finance'. A maximum of 9 voice prompts can be configured
- If an Auto Attendant message is being recorded it is important that these files are sent to **082 1930** for uploading

3. Porting of a cellphone/landline telephone number (if required)

- If you are porting your existing cellphone number or landline telephone number, from another service provider to Vodacom, a Mobile Porting Form and/or Geographic Number Porting form will need to be completed

Taking steps towards success (contd)

Step 2: Send us your information

Use the Set Up Requirements List to set up your Vodacom One Net Express service. Accuracy of information supplied will ensure a quick and easy provisioning of your Vodacom One Net Express service. Fill out only the sections you require for your service.

1. Complete the Set Up Requirements List with all the information that you have gathered in Step 1.
2. Send your completed list to your Sales Consultant.
3. Ensure that the Sales Consultant provides you with your unique Vodacom One Net Express reference number, which you will need to quote when contacting the Service Support Team for future changes.

To help you complete the Set Up Requirements List and to know which sections to fill out on the list, we've included two examples of how you can set up your Vodacom One Net Express service.

Scenario 1

You run a plumbing company and you and your employees are always out on the road, attending to service calls, which means there isn't always someone available to receive calls when you're out of the office.

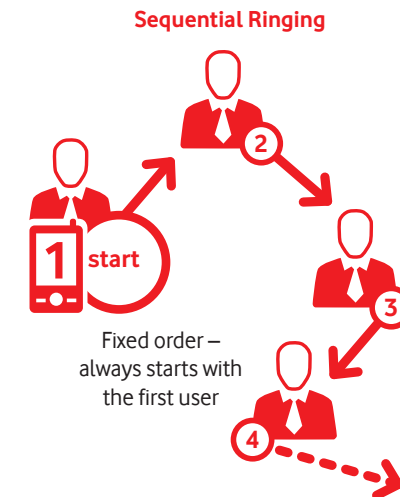
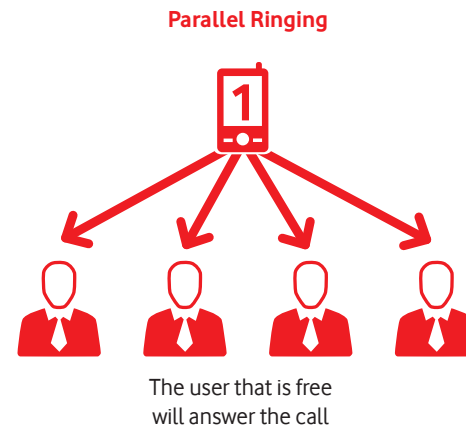
In order to ensure you don't miss a business opportunity, you want one number that customers can call your company on, and which will reach all your employees. When customers call this number, you or one of your employees are guaranteed to pick up the call, because you are all part of your company's Hunt Group.

This is the number you will advertise to customers as your Company Number.

Now the question is who answers the call first? There are three ways in which calls can be handled:

1 An incoming call will ring on the first 5 cellphones / 3G Desk Phone that are part of the Hunt Group. The first person to answer will take the call and the other phones will stop ringing – this is called **Parallel Ringing**.

2 An incoming call will ring on your cellphone or landline telephone number. If you don't answer, the call will be routed to the next number that is in your Hunt Group. If they don't answer, the call will move to the next member in your Hunt Group, until the call is answered – this is called **Sequential Ringing** (default setting).



3

An incoming call will ring on your cellphone/landline telephone number, and you answer the call. The next incoming call will intelligently skip your number and move to the next number in the order that you have set up – this is called **Circular Ringing**.

If you would like to use Sequential or Circular Ringing, it is important to list the cellphone or landline telephone numbers, of your employees in the particular order, that you would like the calls to be routed in the **Set Up Requirements List**.

If the call is not answered by anyone in the Hunt Group, the call will be routed to the voicemail of one of the cellphone/landline telephone numbers in your Hunt Group that you have decided on.



4

An incoming call will be routed to the user that is the Longest Free, meaning the user that has not answered a call and has been "idling" for the longest time – this is called **Longest Free**.



What to complete on the Set Up Requirements List:

Section A

Add the names and cellphone/landline telephone numbers in the Hunt Group 1 box, in the specific order that you would like a call to be answered



Section B

Decide how you want incoming calls to be handled, i.e. Sequential, Parallel Circular or Longest Free Ringing – tick your option under Hunt Group 1



Section C

Indicate your working hours



Section D

Indicate the cellphone/landline telephone number that should be used to receive voicemail messages – this is a number in your Hunt Group that you have nominated

***NOTE:** If you would like calls to be routed to specific people in your company, refer to Scenario 2 for more information on how Auto Attendant works.

Scenario 2

You run a catering company and your employees are responsible for different areas of the business.

1. John, Sally and Vuyo take catering orders.
2. Nhlanhla and Michelle take care of invoicing and payments in Finance.
3. Vuyo and Sally are responsible for taking calls from customers who are following up on their orders.

In the set up of your Vodacom One Net Express service, a Hunt Group number will be assigned to your **Auto Attendant** service. This can be used as your Company number, that you advertise to customers, using a cellphone or landline telephone number.

When a customer calls your company number, they will be greeted by the Auto Attendant message that you have set up. This is a greeting of your choice, like "Welcome to Imagine Catering Services. We turn your ideas into catering excellence".

After the customer has heard the Auto Attendant greeting, they will be presented with options that you have set up, in accordance with your company's structure, such as:

- Press 1** To place an order
- Press 2** To follow up on payments
- Press 3** To follow up on an order

Selecting one of the options above will route the customer to the correct people in your company. In order to do this, a Hunt Group will need to be set up for each area of the business.

So, when setting up your service, you will have 4 Hunt Groups with cellphone/landline telephone numbers connected to each Hunt Group according to your requirements. In the case of Imagine Catering, the set up will be as follows:

- Active:** Auto Attendant
- Hunt Group 1:** **Orders:** Sally, John and Vuyo's cellphone and/or landline telephone numbers will be added to this Hunt Group.
- Hunt Group 2:** **Payments:** Nhlanhla and Michelle's cellphone and/or landline telephone numbers will be added to this Hunt Group.
- Hunt Group 3:** **Follow Up:** Vuyo and Sally's cellphone and/or landline telephone numbers will be added to this Hunt Group.

Scenario 2 (contd)

Because a lot of customers call to follow up on their orders, Sally and Vuyo have been added to the Follow Up Hunt Group. Similarly, business is booming, so John, Sally and Vuyo all take orders from customers as well.

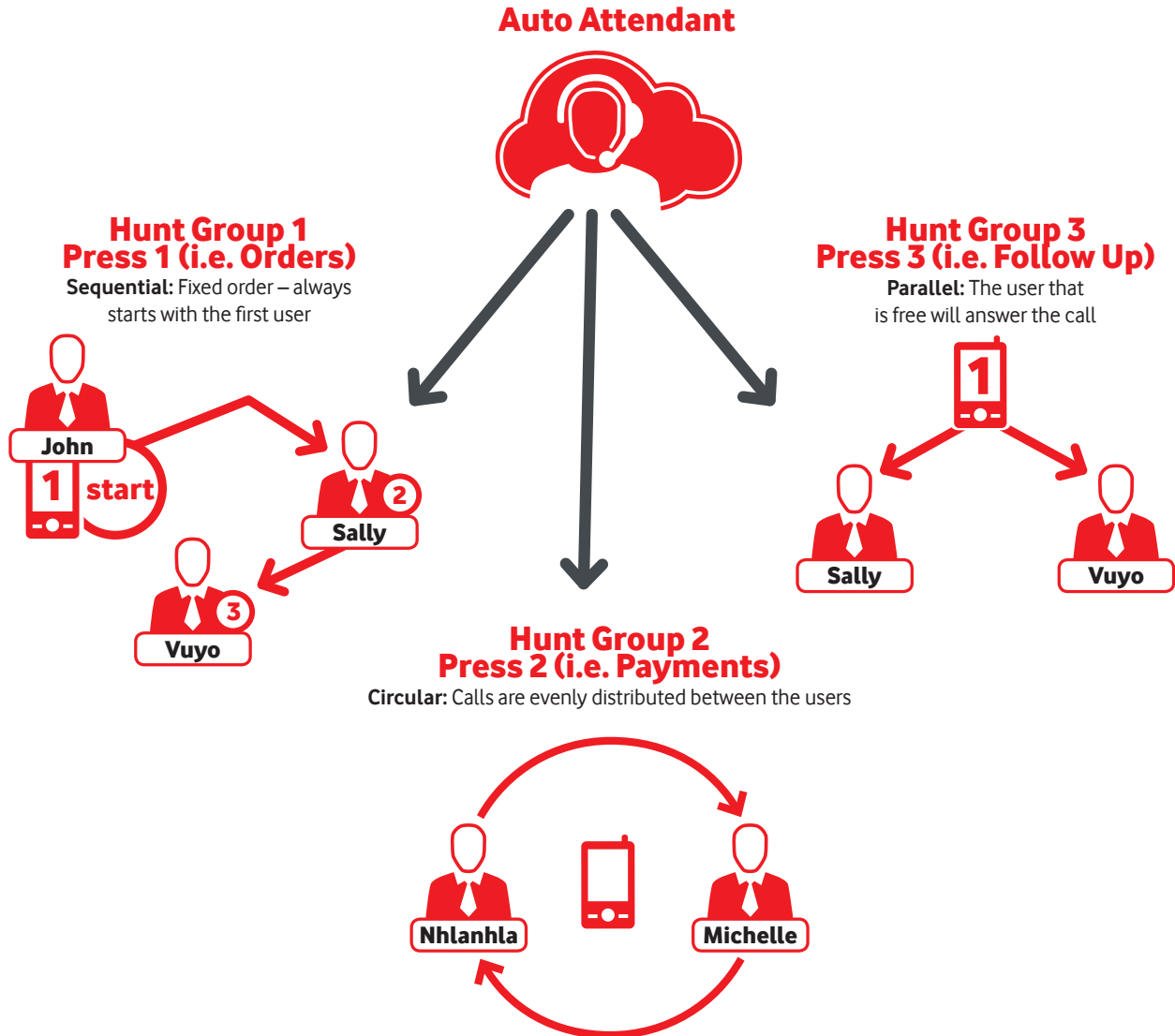
In this situation, it is important to choose the ringing order that works best for each department, for example:

Sally and Vuyo also attend to follow ups on orders, when a customer selects Option 1 from the Auto Attendant menu, John should receive the call first. If John is on a call already, the call can then be routed to Sally. If Sally is also busy, Vuyo can then take the call – this will be an example of **Sequential Ringing**.

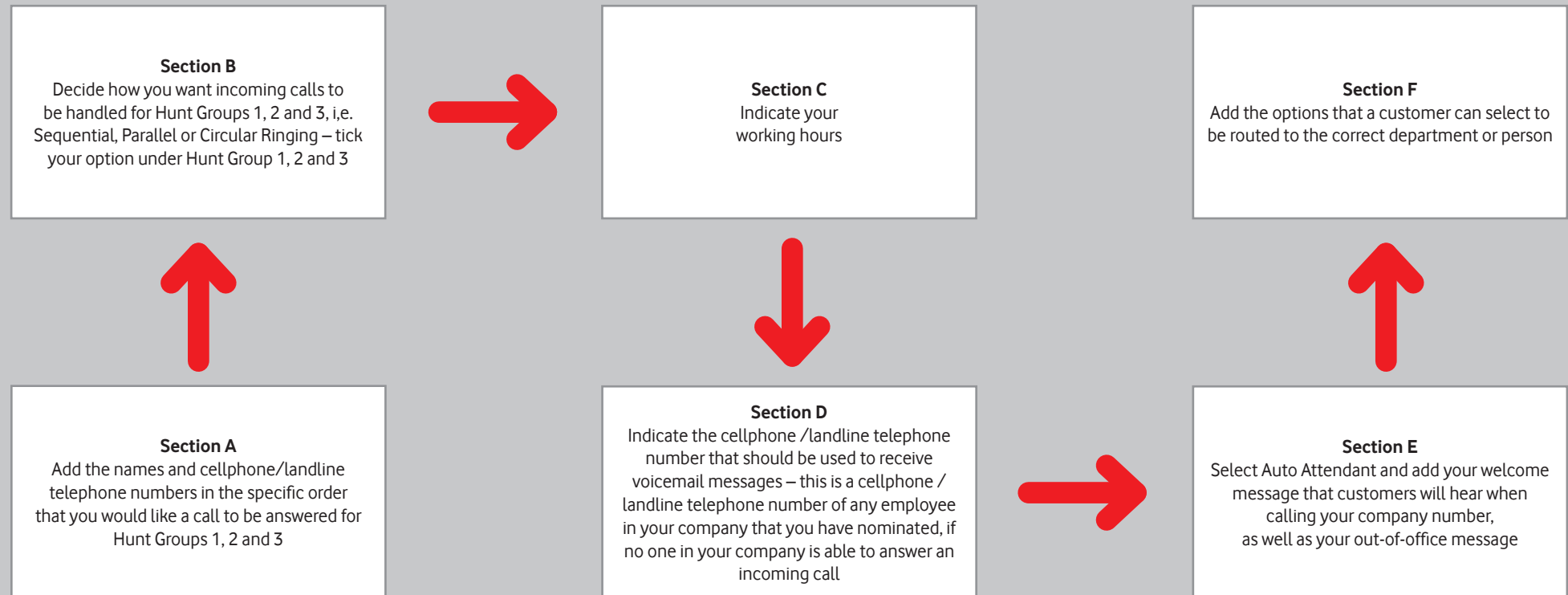
When completing the **Set Up Requirements List**, be sure to list their cellphone/landline telephone numbers in this order, to ensure that the incoming call is routed in this manner.

Each Hunt Group can handle calls differently, according to your preference, whether it is **Sequential, Parallel, Circular or Longest Free Ringing**.

How it works:



What to complete on the Set Up Requirements List for Scenario 2:



Useful Tips

These Feature Access Codes (FACs) make it simple to log on or log off of a Hunt Group directly from your cellphone or 3G desk phone:

Hunt Group for Vodacom One Net Express users

Hunt Group/Call Queue	Feature Access Code
Log on to a specific Hunt Group or Call Queue.	
Use the Hunt Group number of the specific Hunt Group/Call Queue that you would like to log on to.	*8*huntgroupnumber** ☎
Log on to all Hunt Groups/Call Queues in your company.	*8** ☎
Log off to a specific Hunt Group or Call Queue.	
Use the Hunt Group number of the specific Hunt Group/Call Queue that you would like to log off of.	**8*huntgroupnumber** ☎
Log off from all Hunt Groups/Call Queues in your company.	**8** ☎

So, if you are going on a well deserved holiday or an overseas business trip, simply send one of the above Log Off codes, and leave the rest to your employees and Vodacom One Net Express. And when you're back, dial the Log On user code to join the Hunt Group again. Your employees will use the same codes to log on and off of the Hunt Groups that they are a part of.

If roaming, you will need to send your required Log Off code before departing.

Taking steps towards success (contd)

Step 3: Stay close to your phone

Once Customer Service Support has received your Requirements List, they will contact you within 48 hours to confirm the configuration of your Vodacom One Net Express service.

Step 4: What your employees can expect

Now that you have set up your Vodacom One Net Express service, it's important to give your employees the top tips to use the service to its fullest:

1. Each employee who has been activated as a Vodacom One Net Express user will receive 500 One Net minutes (On Net) which will be used to call members of your company on the Vodacom One Net Express service. When calling a number outside of your company, they will make use of their private minutes on their price plan.
2. What Hunt Groups you have created and who is part of each Hunt Group.
3. Explain what it means now that they are part of the Hunt Group – what are the benefits and what can they expect.
4. Provide your employees with the Hunt Group numbers to save to their cellphones under valid names, i.e. Sales Hunt Group or Finance Hunt Group, so that they will know how to respond to incoming calls.
5. Provide them with the Log On/Log Off codes for them to log on or off from the Hunt Group(s) should they not be available, i.e. go on holiday, sick leave, etc.

Step 5: Never miss another business call again

Start using your Vodacom One Net Express features – it's that simple.

Frequently Asked Questions

Do I need to complete the Set Up Requirements List, or should each of my employees complete the list, for them to be added to the Hunt Group?

No, only you as the business owner will need to complete and send the list through to your Sales Consultant, at the outlet where you activated the Vodacom One Net Express service. It is important that you receive the approval from each employee, to be assigned to the Vodacom One Net Express service.

What is my unique Vodacom One Net Express reference number and where do I find it?

This is a 10 digit number which looks like a cellphone number but is only used for identification of your Vodacom One Net Express service.

Your unique Vodacom One Net Express reference number will be provided to you, by your Sales Consultant, at the outlet where you activated your service.

Your unique Vodacom One Net Express reference number is the number that the Customer Service Support team will use to identify your account. You will need to quote this number on your Set Up Requirements List and any further enquiries/calls made to the Customer Service Support team.

Do I have to set up Auto Attendant and what does it do?

Auto Attendant can be set up according to your requirements.

Auto Attendant is an automated answering system that is set up when a customer calls your company number.

It gives your customer a professional greeting and options to choose from, for example:
"Welcome to XYZ Company, our business hours are from 08:00 – 17:00. For Sales Press 1, for Finance Press 2"

In conjunction with your Hunt Groups, Auto Attendant will help your customer to get through to the right person the first time, without having to go back and forth trying to find the right person to speak to.

Auto Attendant is not mandatory but can add great value to your customer's experience with your company.

Can I create my own Auto Attendant voice prompts?

Yes – you are able to provide your own options. Auto Attendant works on Text To Speech, and converts text into English only. Alternatively you can record your own Auto Attendant message and send to 082 1930 to upload the file.

A maximum of 9 options can be created.

How many Hunt Groups can I set up and can I add my employees to more than one Hunt Group?

You can create up to 9 Hunt Groups. If you activate the Auto Attendant service, the number of available Hunt Groups will be reduced to 8. A user can be added to one or more Hunt Groups.

Frequently Asked Questions: (contd)

How can my employees check the balance of minutes on their Vodacom One Net Express service on their cellphone?

Employees can check their available minutes balance via the USSD menu by dialling ***111#** and selecting the applicable option.

Their minutes balance will reflect their existing price plan's available minutes including 500 One Net minutes added to the balance.

These additional minutes are the One Net minutes, a user will make use of to call other users within your Vodacom One Net Express Closed User Group.

How are calls made outside the Vodacom One Net Express service charged?

Calls made to a cellphone or landline telephone number outside of your Vodacom One Net Express service will be charged to your existing price plan, and will not be deducted from your 500 One Net minute bundle (On Net) applicable to the Vodacom One Net Express service.

How do I add/remove someone from my Vodacom One Net Express service?

To permanently remove a member from your Vodacom One Net Express service, simply call the Vodacom One Net Express Customer Service Support team on **082 1930**.

How do I connect to the GTECH104 via wireless?

1. Set the switch to WiFi on the back of the GTECH104.
2. Ensure WiFi is enabled on your device (computer/smartphone/gaming console).
3. Scan for wireless networks in your area and connect to the network labelled "**GTECH104-WIFI-XXXX**".
4. When prompted for your wireless security settings, enter "**GTECH104**" as the Wireless Security key.
5. Please ensure that you change your WiFi password to protect it from others browsing the internet through the device.

How can the advanced settings on the GTECH104 be accessed?

1. After establishing a wireless connection, open your Web browser and type in **http://192.168.169.1** into the address bar at the top of the web browser window, and press "**Enter**". You will be prompted with a pop-up window, requesting a Username and Password.
2. Enter **admin** as the username and the password, and click **OK** to continue.
3. Select **Advanced Settings** in the top right hand corner of the screen below to continue.
4. You can change a variety of settings to suit your network.

Frequently Asked Questions: (contd)

Does Vodacom One Net Express work when I am roaming?

No, Vodacom One Net Express only works in South Africa.

What happens if the Vodacom cellular network experiences technical difficulties?

Our world class core network is resilient, and has the necessary Service Level Agreements and restoration in place, to support the Vodacom One Net Express service.

My contract with my current landline service provider has not yet expired. Can I still port my landline telephone number?

Yes, but your contract with your current service provider will not be automatically cancelled. Your current provider is still entitled to any money owed on the contract. You will have to continue to pay your monthly subscription until the end of the contract period, or pay a cancellation fee to end the contract, depending on your contract with your current provider.

Under which circumstances am I NOT allowed to port my landline telephone number?

You may not port your landline telephone number if:

- You have ported the same telephone number(s) within the last two months
- Your telephone service has been "suspended" by your current provider from making or receiving calls, because you have not paid your bill
- Your number is not allowed to be ported, e.g. Toll-free number or a non-geographic number
- You are not the legitimate owner of the telephone number(s)
- You are not allowed to request porting to change to another service provider while your initial porting request is still in progress

How long will it take to port?

Up to 5 working days, excluding public holidays and weekends. Your current service will not be interrupted whilst the port request is being processed.



vodacom

Always Ready to help with Vodacom One Net Express.

We are always Ready to help, so if you have any questions, please contact the dedicated Vodacom One Net Express Customer Service Support Team on **082 1930**

Mon – Fri: 07:00 – 19:00

Sat: 08:00 – 17:00

Sun: 08:00 – 13:00

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