Never miss a business opportunity

Vodacom One Net Business

A cloud-based solution providing the ability to seamlessly integrate your mobile and fixed telephony services across any device.

The future is exciting.

Ready?

vodacom

Vodacom One Net Business, the next evolution towards a truly fixed and mobile converged telephony service

Vodacom One Net Business combines fixed and mobile telephony services into one cloud-based Unified Communications solution, reducing the number of missed calls, making costs more predictable and keeping your business better connected.

Managing day-to-day communications can be challenging. A dynamic business communicates effectively with its customers and suppliers, no matter where its employees are located – whether in the office or off-site. Lost calls lead to lost business and lost time, while upgrading the fixed, mobile and communications system is often complicated and expensive. Capacity problems slow down telecoms and affect response time. As flexible working evolves, companies need to adapt to new situations and new ways of communicating.

Vodacom One Net Business

Vodacom's expertise and extensive know-how provides a fixed and mobile converged solution for companies struggling with missed phone calls, complex mobile, landline phone and business communications systems, as well as high costs related to it.

Vodacom One Net Business provides enhanced Unified Communications features and functionality that will integrate your fixed and mobile telephony services and lines, offering true convergence.

Vodacom One Net Business enables future-proofed flexible working within a pay-as-you-grow model on our secure, managed network.

Capitalis on fixed and mobile convergence across any device

Vodacom One Net Business is designed to reduce the number of missed calls and opportunities. Be more collaborative in the workplace and reduce communication barriers.

Vodacom offers greater agility, productivity and efficiency with less complex solutions:

1. **Fixed and mobile convergence**
   Allows the user to determine how fixed and mobile calls will be answered and managed between devices.

2. **One voicemail for your customers**
   Your cellphone and landline number become one. Be available using one number on all end devices, regardless of whether you're in the office, at home, abroad or on your cellphone. A single voicemail inbox means you'll never miss calls from customers again.

3. **One provider**
   A single provider for all fixed and mobile requirements.

4. **Future-proofed, Unified Communications technology in the cloud**
   Regular new software releases and an easy-to-use self-service portal (One Net Manager) that lets you manage your One Net Business services directly.

5. **Direct calls**
   Route calls to the right department or person across any device.

6. **Always ready to answer**
   Monitor the call availability of colleagues and direct calls as needed.

7. **Better collaboration**
   With diverse collaboration tools, your teams can work together more efficiently than ever – independent of location, time and end device. Whether in video or audio conferences, through desktop sharing, presence information or chat – One Net Business users cooperate simultaneously and in real time.

Vodacom's One Net Business services provide all the benefits of:

- Voice, through advanced unified communications features, which includes enterprise telephony, hunt groups, auto attendant, conference calling, receptionist, executive/assistant and more

- Instant messaging and presence

- Video collaboration

- Content sharing through a single platform

- A range of IP phones and apps that will enhance the fixed and mobile converged experience

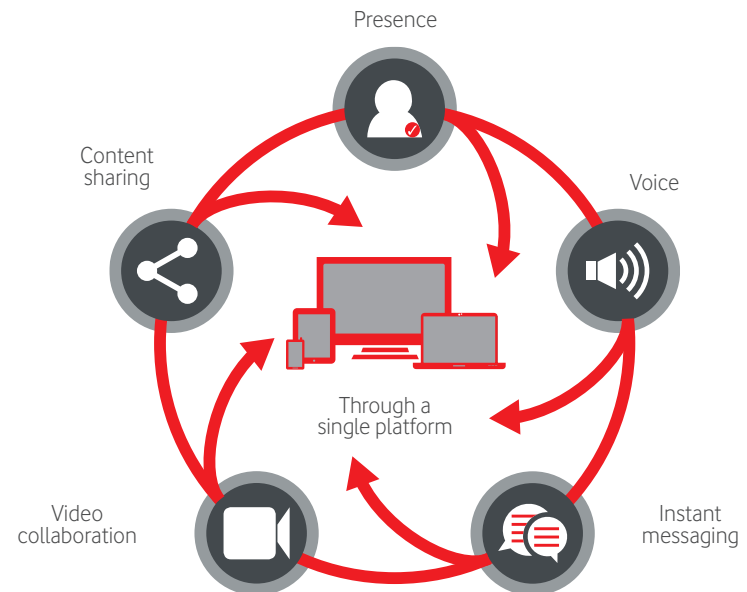## Why is One Net Business better than traditional on-premise telephony solutions?

One package:
Convergence of mobile and fixed telephony services, single support route, fully converged user experience.

Simplicity:
Configurable for each user, easy to understand, intuitive, always upgraded to the latest feature capabilities.

Cost saving:
Free on-net closed user group calls (fixed and mobile).

Presence
Content sharing
Voice
Through a single platform
Video collaboration
Instant messaging

What does Vodacom One Net Business provide to you?

Feature	Benefit
Convergence of fixed and mobile telephony services	Fewer missed calls, better customer experience and easy adaptability. Free on-net minutes within closed user group (fixed and mobile).
Integration for all the end-user's devices: desk phone and cellphone, plus PC, laptop and tablet	Call handover between devices is seamless. All employees can access and respond to any voice or video call, check colleagues' availability and pick up their calls. Calls can be directed from engaged phones to available phones. So, no call should ever be missed – improving customer service and productivity.
Hosted on our One Net Business Unified Communications platform	Content sharing and collaboration is possible through One Net Business by letting you answer calls and share content on your fixed phone, cellphone, tablet or PC with employees, customers and suppliers.
Presence and instant messaging	Save time finding team members and use instant messaging for quick communications.
Collaboration	Collaboration tools to make it even easier to stay in touch with colleagues and customers. It combines One Net Business with Business Apps and services to let you answer calls on your fixed phone, cellphone, tablet or PC.
Pay as you need, for what you need	You pay for the service you use, making it easy to grow with your business.
New features released in the cloud	New capabilities, ideal for business, will be provided as they become available, keeping your business one step ahead.
Comprehensive range of IP phones and apps	Better employee experience with a range of IP phones and apps that support the wide range of One Net Business telephony features.
Fully managed service	Reduced management time, skills recruitment, maintenance and support. This is all included in Vodacom's service.
Customer administration control	Provides service information and control via One Net Manager, which is the self-service portal.

All you need
One package for all your communications

Convergence
Fixed and mobile telephony services

Cost effective
Free on net closed user group calls (Fixed and Mobile)

One Net Business introduces the Vodacom One Net Mobile and Desktop App

No matter which devices you use to make and receive voice and video calls, or collaborate through tools such as Chat (IM) and screensharing, One Net Business converges your fixed and mobile services allowing you, the user, to determine how, when, where and on which device you want to answer that important customer call or message. Communications can be routed seamlessly from your desktop, tablet, fixed or cellphone at a push of a button.

Vodacom One Net Mobile and Desktop App provides a user-friendly full-featured experience that lets end users quickly and easily access all of their One Net services from a wide range of devices, such as cellphones, tablets and desktops. The Vodacom One Net Mobile and Desktop App is only accessible with the One Net Business advanced licence.
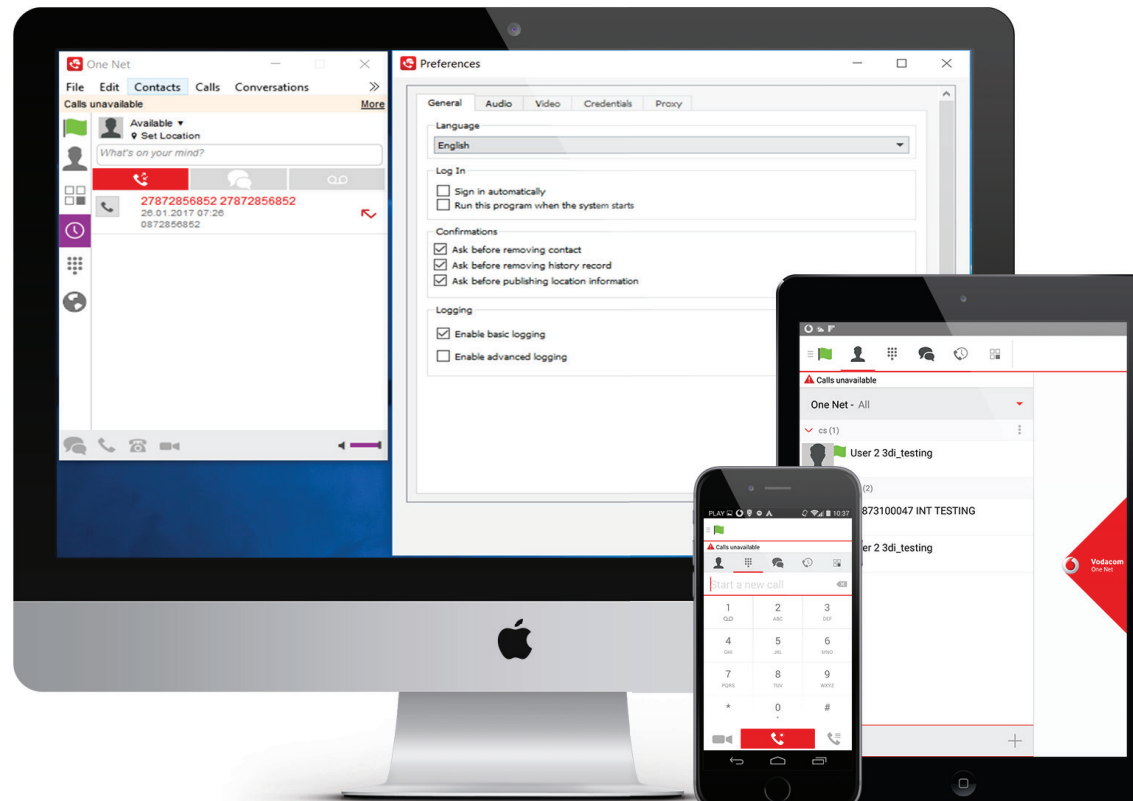
Opportunities rarely knock twice

Whether you're in the office or on the move, you need to be able to respond and react at a moment's notice.
With One Net Business from Vodacom, you'll be ready to capitalise on every opportunity, no matter where you are.

One Net Business Licences

Standard Features		One Net Business Standard Licence	One Net Business Advanced Licence
Forward all calls	Forwards any call to another number.	Yes	Yes
Forward when busy	Forwards calls to another number when you're busy on a call or if you have activated another service that blocks incoming calls, for example, do not disturb.	Yes	Yes
Forward when unanswered	Forwards calls to another number if you don't answer before the number of rings that you set as the limit.	Yes	Yes
Forward when unreachable	Forwards calls to another number if calls are unable to connect to your phone.	Yes	Yes
Return last call	To ensure all missed calls are returned quickly, you can call the last person who called you, without having to dial the number.	Yes	Yes
Transfer call	If you answer a call and find out that the caller wants to speak to someone else, you can transfer the call to them. Transfers can be announced or unannounced. With announced transfers, you speak to the person you want to transfer the call to and tell them who is calling. With unannounced transfers, you simply transfer the call.	Yes	Yes
Call waiting	If you receive a call when you are already on another call, you will hear a tone to indicate there is another call waiting. The new caller hears the normal ringing tone until the call is answered.	Yes	Yes
Do not disturb	If you don't want to be disturbed, you can block all incoming calls to your number. All your calls are then forwarded to another number or to your voicemail, depending on the options you've set up for handling busy calls. You can set "do not disturb" in any of the following applications or using feature access codes. When you make a change to a setting, the setting is changed in your One Net Business service and applies across all your devices.	Yes	Yes

Standard Features (Continued)		One Net Business Standard Licence	One Net Business Advanced Licence
Hold call	You can put a call on hold and make or answer another call. You can also switch between the active call and the call on hold. You can't put a caller on hold during a conference call. If you hang up when you've got an active call and a call on hold, the caller who is on hold is reconnected to your device.	Yes	Yes
Redial last number	With this feature you can call the last dialled number or the number of the last received call without re-entering it.	Yes	Yes
Receive call notifications to end points	You can choose to receive email notifications of your incoming calls, so you have a record of your calls and can see if you have missed any important calls. The email will contain the caller's identification information, such as name and number, depending on what data is available and the options you've set up for receiving caller information. You can set up rules to define when call notification is activated and what types of call should trigger a call notification. At least one rule must be active for call notification to operate.	Yes	Yes
Withhold number	When you make a call, your name and number can be displayed to people who have caller identification features on their phones. You can choose to withhold this information when you call people outside your organisation. You can withhold your caller ID in One Net Manager or using feature access codes. When you make a change to a setting, the setting is changed in your One Net Business service and applies across all your devices.	Yes	Yes
Screen outgoing calls	If your device is accessible to others, you can define certain types of calls and prevent other users from making them.	Yes	Yes
Forward group calls	All calls to a site can be forwarded to a specific destination, for example, an auto-attendant or a voicemail. You can activate and deactivate this feature manually or automatically for specific periods, such as overnight or on public holidays.	Yes	Yes
Caller ID	This feature allows you to see the number of the person who's calling you.	Yes	Yes
Display connected ID	The user identity is presented for the next call.	Yes	Yes

Standard Features (Continued)		One Net Business Standard Licence	One Net Business Advanced Licence
Withhold my caller ID	Blocking incoming and outgoing calls for selected users.	Yes	Yes
Recent calls	You can view information about a set number of your recent placed, received and missed calls. The log includes the other person's name and also the number and the time of the call.	Yes	Yes
Three-way call	With this feature you can include another person in an active call, setting up a three-way conference call.	Yes	Yes
Automatic callback	If a One Net Business user you're calling is busy, you can request an automatic callback when the user becomes free. The user is notified with a special ringtone.	Yes	Yes
Block intrusions	Some One Net Business users may be able to join in with other users' calls. If you don't want anyone to join your calls, you can stop this from happening. You can block intrusions using One Net Manager. When you make a change to a setting, the setting is changed in your One Net Business service and applies across all your devices.	Yes	Yes
Line monitoring	With this feature, you can display the call status of up to eight selected One Net Business users.	Yes	Yes
Client call control	Third party client software can manage users' calls.	Yes	Yes
Find-me	Make sure you're always available for the most important calls with find-me. Define a list of numbers you can be contacted on. These numbers are alerted in sequence until you are available to take the call. A message is played to your caller in the meantime and callers can interrupt the search or leave a message at any time.	Yes	Yes
Speed dial	You can set up two-digit numbers that you can dial instead of full phone numbers or extensions. You can use your speed dial numbers on any of your devices, including your desk phone or cellphone, or a device that's running the One Net Business App.	Yes	Yes
Virtual extension	An alternative number can also be a virtual extension. A virtual extension is a number that isn't a real phone number but can be mapped to a real phone number. When it is dialled, One Net Business connects the call to the real phone number. This could be used, for example, during migration to One Net Business. If a user's extension changed from 1234 to 5678, they could have extension 1234 assigned as an alternative number. Colleagues can then continue to dial 1234 to reach them.	Yes	Yes
Hot desk	When you're working somewhere unusual, the hot desk feature allows you to use a host phone and access the same profile settings and functionality, resulting in seamless communications.	Yes	Yes

Standard Features (Continued)		One Net Business Standard Licence	One Net Business Advanced Licence
Remote office	With remote office you can temporarily use your home phone, cellphone or even your hotel phone as your One Net Business phone. Any calls that you make using remote office are billed to your organisation. Any calls to your usual One Net Business phone number are redirected to your remote office phone.	Yes	Yes
Multiple call arrangement	You can make multiple calls simultaneously from various devices logged in to the One Net Business service.	No	Yes
Ring simultaneous numbers	You can define multiple phone numbers to which incoming calls are directed at the same time. The call is connected to the device you use to pick the call up. It can be helpful, for example, when you're not at your desk and you'd like your cellphone to ring when you receive a call.	No	Yes
Shared call appearance	You may want to share your phone line with other users or they may want to share their phone lines with you. The phones sharing a line can all ring when there's an incoming call to the shared number and can all be used to make a call from that number. This arrangement is typically used for executives who have one or more assistants to manage their calls.	Yes	Yes
Call distribution group by member	You can reach the whole distribution group by calling one of the group members. If that user is unavailable, the call is directed to the group according to the predefined configuration.	Yes	Yes

Advanced Features		One Net Business Standard Licence	One Net Business Advanced Licence
Pick up specific extension	This feature allows you to pick up a call directed to another user (ringing at a specific extension number) in the same customer group.	No	Yes
Pick up or join call	You can pick up a call for someone in your pick-up call group. If more than one call is waiting to be answered, you'll pick up the one that has been ringing the longest. You can also join an active call with someone in your pick-up call group. You can use feature access codes to pick up or join calls with someone in your pick-up call group.	No	Yes
Multi-party conference call	With this feature you can include up to six people in an active call, setting up a larger conference call.	No	Yes

Advanced Features (Continued)		One Net Business Standard Licence	One Net Business Advanced Licence
Assign alternative numbers	If you need to answer calls coming in to more than one phone number, you can have these numbers assigned to your phone in addition to your One Net Business phone number. You can then answer calls to all these numbers on your own phone. This is useful if, for example, you answer calls on behalf of several departments or teams. An alternative number can also be a virtual extension. A virtual extension is a number that isn't a real phone number but can be mapped to a real phone number. When it is dialled, One Net Business connects the call to the real phone number. This could be used, for example, during migration to One Net Business. If a user's extension changed from 1234 to 5678, they could have extension 1234 assigned as an alternative number. Colleagues can then continue to dial 1234 to reach them. You can have up to 10 alternative numbers assigned to your phone. An administrator has to assign alternative numbers to your phone. You can set different ringtones for your alternative numbers in One Net Manager.	No	Yes
Executive	An executive can have a pool of assistants who can make and answer calls on their behalf. One Net Business provides some special features to support this.	No	Yes
Executive assistant	You can be assigned to the pool for one or more executives. For each executive, you can: • Receive their calls • Make calls on their behalf • Transfer a call to them that you received or made on their behalf • Retrieve their held calls • Join in their calls • Opt in or out of the pool if the executive has enabled this option Your voicemail and call forwarding services are not used for calls diverted from executives. However, you can transfer diverted calls to another number if required.	No	Yes

Group Features		One Net Business Standard Licence	One Net Business Advanced Licence
Park call	If you want to transfer a call to someone who's not likely to be at their desk, you can park the call on their phone. When you've notified the user that they have a call, they can retrieve the call from their phone, or from any other phone by retrieving it with their extension. While the call is parked, the first user can make and receive calls and use other services as required. The first user can recall the parked call if the other user does not retrieve it.	Yes	Yes
Pick up call	You can answer calls intended for another member of the same call group.	Yes	Yes
Custom ringback	This is a simple way to ensure that people ringing in for a video call know whether you're available or not. Record a simple message to let people know when you will be free to talk or use it to promote other information that might be useful to your colleagues.	Yes	Yes
On-hold music	You can improve your callers' experience by playing music or messages if you have to place them on hold. You can play background music so callers are not left in silence, or use the opportunity to deliver informative or promotional messages. If you have the on-hold music service, you can set up your own music or messages to play to callers instead of the default on-hold music. You can set up your on-hold music options in One Net Manager. Administrators can set up options for the site.	Yes	Yes

Optional Features*		One Net Business Standard Licence	One Net Business Advanced Licence
Telephone management systems	This feature allows you to automatically keep track of telephone usage and control the costs involved. TMS takes into account the following parameters: • Call type (incoming vs. outgoing) • Caller ID (if available) • Extension number • Line used • Time of day • Call duration • Call cost	Yes	Yes
Voicemail (Audio)	Intergrated voicemail service.	Yes	Yes
One Net collaboration room	A conferencing solution that supports both instant conferencing to meet the needs of a few participants, and business conferencing to support formal scheduled conferences.	Yes	Yes
Auto attendant	The auto attendant automatically forwards calls to the required destination. The administrator can configure the feature and record personalised messages for the users.	Yes	Yes
One Net reception office	This receptionist edition is ideal for a small office environment with a limited number of employees. It supports the standard set of call control features and the monitoring of up to eight lines in the directory.	Yes	Yes
One Net reception enterprise	This receptionist edition is a full-featured client, designed to support the needs of front-office personnel in any environment. It supports the full set of call control options, large-scale line monitoring and other functionalities required in large organisations.	No	Yes
Hunt groups	A hunt group is a way to manage incoming calls to a phone number shared by a group of people. The distribution of the calls depends on the policy you apply to the hunt group.	Yes	Yes
One Net mobile app – voice and video	An application for your cellphone that allows you to make and receive VoIP calls and chat with friends and colleagues.	No	Yes
One Net tablet app – voice and video	An application for your tablet that allows you to make and receive VoIP calls and chat with friends and colleagues.	No	Yes
Mobile app (Basic call control only)	Use circuit switching to route mobile calls and uses feature access codes for collaboration and call switching.	Yes	Yes
Desktop app (Voice and Video)	An application for your desktop that allows you to make and receive calls and collaborate with colleagues.	No	Yes

*Optional features carry an additional cost to the standard and advance licence.

Polycom Phone Data Sheet

Product Name	Product Description
Polycom VVX 201	Business Phone
	The Polycom VVX 201 business media phone is a two-line SIP phone designed for small businesses and medium-sized organisations
	2 lines/programmable lines keys 132x64 monochrome backlit LCD 2 x ethernet 10/100 Hard keys : 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
Polycom VVX 300/310	Business Phone
	Polycom VVX 300/310 business phone is a powerful entry-level phone for today's cubicle workers handling a low to moderate volume of calls delivering clear comumications
	6 lines/programmable lines keys 3.2" blacklit graphical LCD 2 x ethernet 10/100 Hard keys: 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer Supports up to 3x VVX Expansion Modules
Polycom VVX 310	2 x ethernet 10/100/1000
Polycom VVX 400/410	Mid-range Business Phone
	Polycom VVX 400/410 is a colour mid-range business media phone designed for today's office workers and attendant consoles delivering clear communication
	12 lines/programmable lines keys 3.5" colour LCD display 2 x ethernet 10/100 Hard keys : 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer Supports up to 3 x VVX Expansion Modules
Polycom VVX 410	2 x ethernet 10/100/1000

Devices are subject to availability

Product Name	Product Description
Polycom VVX 500	Performance Business Phone
	Polycom VVX 500 is a performance business media phone that delivers best-in-class desktop productivity and unified communication for busy professionals
	12 lines/programmable lines keys 3.5" touch screen colour LCD display Video playback and video conferencing via Polycom VVX Camera 2 x ethernet 10/100/1000 Directory access using LDAP Supports up to 3 x VVX Expansion Modules 2 x USB ports
Polycom VVX 600	Executive Business Phone
	Polycom VVX 600 delivers rich voice and applications experience for business corporate executives and managers
	16 lines/programmable lines keys 4.3" touch screen colour LCD display Video playback and video conferencing via Polycom VVX Camera 2 x ethernet 10/100/1000 Directory access using LDAP Supports up to 3 x VVX Expansion Modules Integrated Bluetooth
VVX Expansion Module	Expansion Module for additional programmable keys
	Instant setup through host phone 4.3 LCD screen 28 illuminate bi-colour programmable line keys 3 page view soft keys to access total of 84 line appearances Up to 3 expansion modules can be used on each phone

SNOM Phone Data Sheet

Product Name	Product Description
SNOM D710	Business Phone
	SNOM D710 delivers a rich set of everyday business telephony features critical to today's real-time, information-driven business workforce
	4 identities (lines)
	4 context-sensitive function keys
	5 freely programmable function keys with LEDs
	Speakerphone
	Power over Ethernet (PoE)
	Ethernet switch
SNOM D715	Mid-range Business Phone
	SNOM D715 is the entry to high-speed connectivity using its gigabit ethernet switch. The USB port on the D715 gives the user even more options by supporting USB headsets, the D7 Expansion module, or Wi-Fi
	Gigabit switch/USB port
	4 SIP identities
	Speakerphone
	Power over Ethernet (POE)
	4 context-sensitive function keys
	5 freely programmable function keys with LEDs

Product Name	Product Description	
SNOM D725	Performance Business Phone	
	SNOM D725 phone addresses office users that require excellent audio and a large number of programmable PBX-style keys	
	4-line backlit display 12 SIP identities 18 multicolour LED function keys Speakerphone Power over Ethernet (PoE) WLAN/Bluetooth headset ready Gigabit switch	
SNOM D765	Perfomance Business Phone	
	SNOM D765 phone addresses office users that require excellent audio, PBX-style keys and rich visual information	
	High-resolution 3.5" colour display 12 SIP identities 16 multicolour LED function keys & 4 variable function keys Speakerphone Power over Ethernet (PoE) WLAN/Bluetooth headset ready Gigabit switch	
SNOM Expansion Module	Expansion Module for additional programmable keys	
	Instant setup 18 highly configurable self-labelling LED keys High-resolution black & white display with backlight Daisy chain up to 3 modules Power supplied by phone via USB port	

Why Vodacom One Net Business?

If you want to integrate mobile and fixed networks, Vodacom One Net Business is the right solution. As a service managed end-to-end, Vodacom takes care of the platform enabling you to focus on improving productivity with reduced monthly costs. Join millions of One Net Business users across the globe and let us manage your wider telecommunication needs through our great range of services, including mobile, security, email and document management.

To know more, visit **vodacombusiness.co.za/onenetbusiness** or call **082 1960**.

Notes

The future is exciting.

Ready?

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