In a Hurry? Quick Start here:

ONE Integrate Client is a desktop software client that integrates your IT and CRM systems with One Net telephony. ONE IntegratePlus integrates with a wide range of CRM packages, ONE Integrate only integrates with desktop applications Outlook, Lotus/IBM Notes and Google Contacts.
This Quick Start explains how to set-up and use ONE Integrate Client as quickly as possible in your daily routine, simply behind the screen of your PC. This Quick Guide applies to client versions 2.5.32 and higher. For more details, see ONE IntegratePlus & ONE Integrate User Guide.

Note: Availability of these options depends on the features available from your Vodafone One Net profile. For more information on the services provided to you, please contact the One Net Administrator of your company.

ONE Integrate Client installation

When you first install ONE Integrate Client, it takes you through an installation process where you need to provide your ONE Integrate Client login credentials. When it does this, it presents the Telephony settings page of the Configuration window. Enter your Vodafone One Net user name and password; these are provided by the One Net Administrator within your company.

When installing a new update of ONE Integrate Client, please first deinstall the previous version before installing the updated version.

Basic use of your ONE Integrate Client

The **Main Tray menu** is accessed by right-clicking on the ONE Integrate Client icon which is a green circle, red if you're on a call or yellow if a call is on hold.

- Quick dial box
- Recent menu
- Features menu†
- CommPilot Express menu
- Call Control / contact management
- Configuration Exit
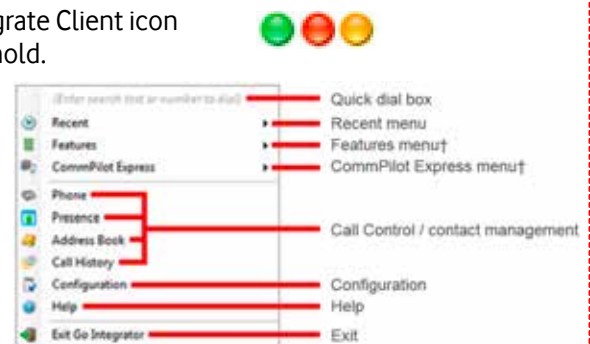
Note: Windows 7 and above, some tray icons become hidden and expressly have to be shown. These settings are stored in the "Notification Area Icons" part of the Windows Control Panel.

Features menu

The **Features Menu** provides you with options to control the behaviour of your phone.

The **Call Settings** feature enables you to easily modify the configuration of your Vodafone One Net settings such as Call Forward and Remote Office. It also allows you to change your One Net password.

This allows you to configure your preferred settings for Call forwarding, Remote Office and Do Not Disturb/Hide Number, CommPilot express Call Control (IN/OUT Office, Busy, Unavailable Profile) and Password Change. Set your Call settings IN/OUT Office, Busy, Unavailable Profile to your intended CommPilot Express state.
Note: Vodafone One Net does not support Forwarding to Voicemail through ONE Integrate Client.
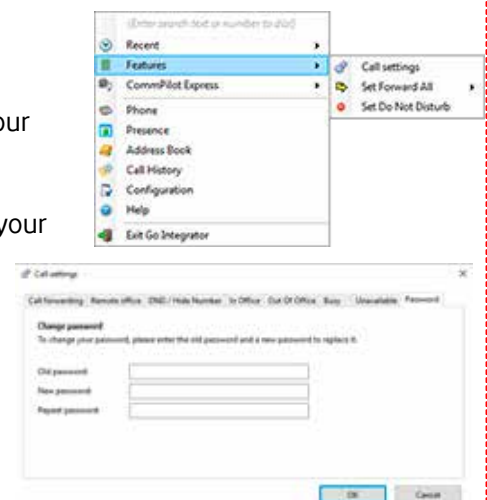
Set Forward All allows you to enter a number that will be called when someone calls your extension. Please remember that that your phone will not ring when this is set.

Set Do Not Disturb allows you to set your phone so that a caller will hear the busy tone when they call your extension.

Call Control

Without needing to touch your handset, a ONE Integrate Client user has access to a full range of control over calls, including dialling, answering, transfer, consult and hang-up. From the **Phone Window**, you can access the following items:

- Main menu
- Contact information
- Page left/right
- Actions
- Notes
- Call information

Make a call- When the Phone window is open, simply start typing a telephone number on your keyboard. ONE Integrate Client will understand that you want to make a call and switch to the Make Call screen.

Answer a call - When a call is ringing, you can choose to answer the call by clicking the "Answer" button or deflecting it (transfer it without answering it) to another extension.
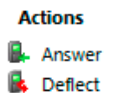

When in a call - Users can click any buttons showing integrated application names to open the caller's record in those applications.

- **Deflect a call** if you are already on the phone and someone else calls you, you can productively move the call to a co-worker. Deflecting a call is done in a manner similar to transferring calls.
- To **Transfer a call** choose the button according to whether you want to speak to the other person, 'Consult' (CTI only) or not 'Transfer'. Do NOT press the Hold button - it has a different purpose.
- You can put **Calls on Hold** to pause a call;when you are ready to talk to the caller again, use the **Unhold** button. Nthe Hold button is not for transferring calls. It is purely to pause the call. If you want to transfer a call that is on hold, then first you will have to take the call off hold first.

Note: Client is optimised for CTI use; for mobile only users consult feature is not supported in the currect release.

ONE Integrate Client supports several methods of **Click-to-dial Application and Internet Dialling**. Many applications can be enabled to allow dialling directly from within the application and web pages can be scanned for valid telephone numbers. When a number is found, they are turned into hyperlinks to make dialling fast and easy. Some examples of click to dial icons depending on the various applications:
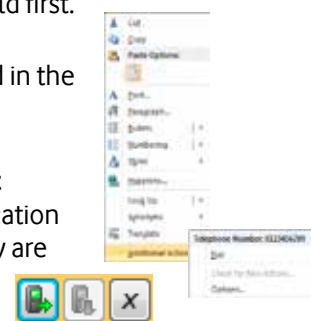
Contact management

Address Book

Details of regular contacts can be stored in the ONE Integrate Client local address book. The address book can be searched and a contact's number can be dialled with a simple click.

Notes held against the contact can be automatically displayed when they call. The Address Book window is accessed from the Address book item on the main menu or tray menu icon and provides access to Vodafone One Net company-shared address book and integrated databases.

- Search text
- Search button
- New contact button
- Advanced options buttons
- Search results
- Page

On inbound and outbound calls, if a match for the caller is located in either the local ONE Integrate Client address book or in an integrated application, their full details can be quickly "popped" on screen in the **Caller Preview**. This allows you to see who is calling them before they answer the call.

The **Caller Preview** window appears when a call is made or received. It contains much of the information from the main Phone window but in a much more compact format and it disappears shortly after a call connects.

- Close button
- Contact information
- Call control actions
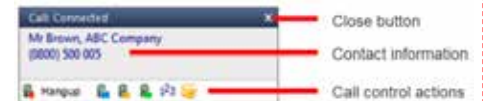
Use the **Call Control** actions to interact with the call. Like the Phone window, the actions at the bottom of the preview window adapt to the state of the call. The example picture shows the actions that are available when a connected call is in progress. The text is only shown for the first action.

Call History lists

You can quickly view a list of the most recent numbers that they have dialled, or a fuller history list of all inbound and outbound calls. Any telephone number in these lists can be re-dialled with a simple click. The **Call History** window is accessed from the Call History item on the main menu or from the tray icon menu. As well as reviewing recent activity, you can dial someone from here by clicking on their telephone number. By default, the Call History screen returns the fifty most recent calls.

- Expand/collapse
- Click to dial contact
- Click to view/add contact
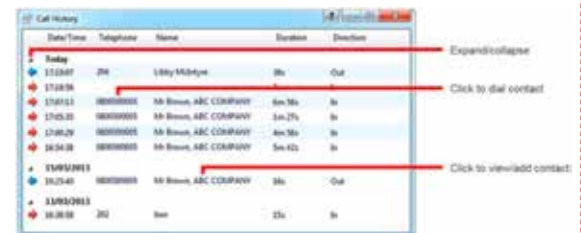
You can **add a new contact** record to the Personal Phone List from your Call History by clicking on where the name would appear (it will be a location name in brackets instead). When you do this, the Create contact window will appear.

Real-Time Presence

The **Presence Window** provides a quick way to check the availability of your co-workers.
The Presence window contains a list of all the extensions, unless your Vodafone One Net Administrator has chosen a different arrangement.

- User details/Extension details
- Search text/number to dial
- Presence options
- Call status icons
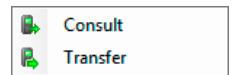- Context menu
- Call information
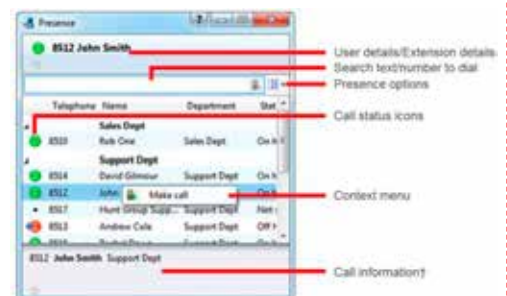
Call status icons displayed below indicate the current call status of each user/extension.

Available   Busy   Offline   Held   Do not disturb   Meeting   Out of Office

If you right-click on one of the entries in the Presence list, a context menu should appear. Assuming that you are not already on a call, then the menu should contain the Make Call item. By choosing this action, you can dial the extension directly.

If you are on a call already, then the choices will be Consult and Transfer in place of Make Call.

If you see an extension that is flashing red then it means that the extension has a call ringing at it. Rightclick on the extension and the context menu will include an option to pick-up the ringing call.

CommPilot Express menu

The **CommPilot Express** menu [beta feature] option allows to quickly select your preferred profile, which is visible to your colleagues in the Presence Window.

Link these to your Microsoft Outlook calendar to have the status of your Microsoft Outlook calendar synchronised to your CommPilot Express profile by setting your appointment setting in your Microsoft Outlook integration to "(Default)".

Set the 'Call settings' to have the intended actions on the CommPilot express state (IN/OUT Office, Busy, Unavailable Profile) executed. Your Microsoft Outlook calendar availability will match to your CommPilot Express profiles as shown in the table.

CommPilot Express	Microsoft Outlook calendar availability
Available: In Office	Free
Busy	Busy
Busy	Tentative
Available: Out of Office	Working elsewhere

Configure your ONE Integrate Client

CRM and Software Integration

ONE IntegratePlus integrates with a wide range of CRM packages, ONE Integrate only integrates with desktop applications Outlook, Lotus/IBM Notes and Google Contacts.

- (Add new) button
- Application selector
- Disable integration button
- Integration name input
- Configuration details
- Integration test controls
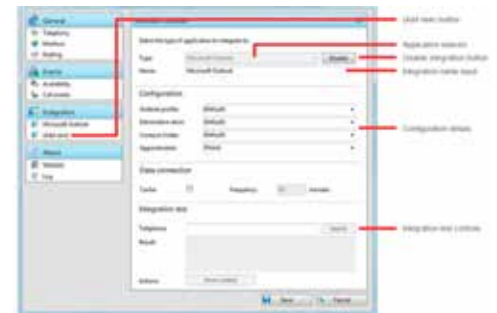
Add new integration, click the (Add new) item and select the type of database from the dropdown list. The first time you enter this screen you may have to wait a few seconds as the software scans to find out what integrations are available.

To **modify or delete an existing database** that you have set up, click its name in the list. You can also click its name and then click Delete if you no longer want integration to that database.

To **test the integration** settings, enter a telephone numer in the Integration test area and see if the software can find it. If the number is found, you can click the Show contact button to make sure that "popping" works.

Connect Skype for Business [beta feature]

ONE Integrate Client allows you to make use of some easy features to connect with your Microsoft Lync 2013 / Skype for Business Desktop Client. Tick this option to enable or disable the feature; this option will interrogate the Lync / Skype for Business Contact Card (last option in Lync / Skype for Business) and display the numbers held in it. Click one of the numbers to make your handset go off hook and dial the number using your One Net telephony platform.