



Expansion Base Station Quick Start Guide

700-0151-100

Introduction

Congratulations on your purchase of an Ooma Office Expansion Base Station!

By linking this Base Station to your existing Ooma Office account, you will add capacity to support up to five additional analog phones in your office.

One analog phone can be immediately connected into the phone jack built into the expansion unit. Up to four more analog phones can be supported by connecting them to paired Linx devices (sold separately).

Package Contents



Expansion Base Station



Ethernet Cable (7 ft)



AC Adapter

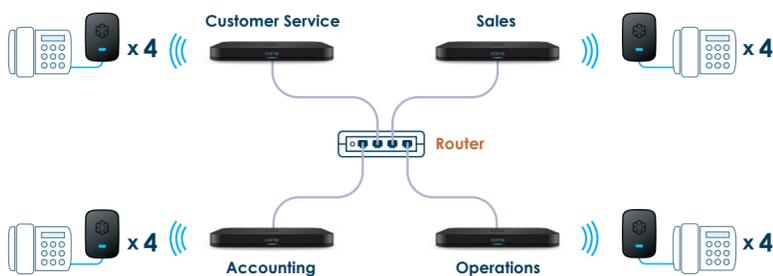


Have a Question or Need Assistance?
We are here to help!

Knowledge base ooma.com/support/office
User manuals ooma.com/userguide
24x7 Customer Care Hotline **1-866-939-6662**

Setup Overview

Each Expansion Base Station requires a separate Ethernet connection to the router or switch in your office. If you want to extend the range of your Linx devices, you should install the expansion unit in a different location than the primary Base Station. For best Linx range and performance, spread out the installations of your Base Stations and pair each Linx to the closest Base Station.



NOTE: For best wireless performance, Base Stations should be separated by at least 12 inches and should not be stacked one on top of another.

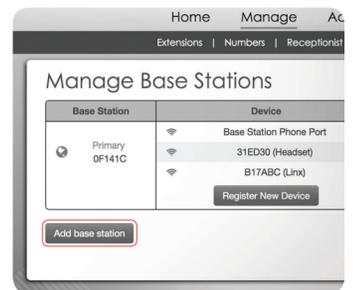
IMPORTANT: Ooma Office requires a broadband Internet connection and a minimum of 128kbps of upstream and downstream bandwidth for each user inside the office. Users who primarily access the system from outside the office using the mobile app or a remote number do not need to be counted.

Go to **Step 1**

Step 1 | Add Base Station to Account

Before you plug in the Expansion Base Station, you must link it to your existing Ooma Office account. Follow the instructions below:

- Go to the following URL and log into your **Ooma Office Manager** account:
http://office.ooma.com/base_stations
- Click the **Add Base Station** button.
- Enter the seven-digit activation code found on the bottom of your new Base Station and enter a descriptive name.
- Click the **Add** button.

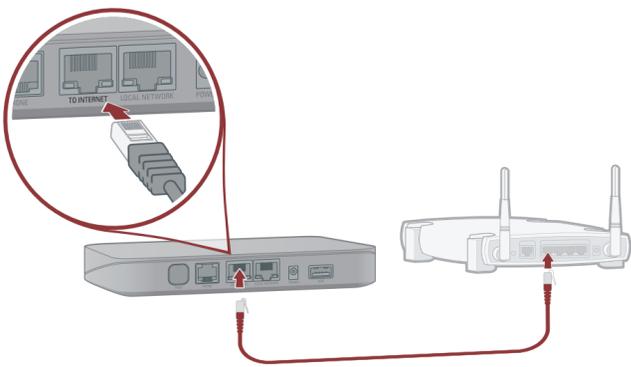


The Base Station is now linked to your account.

Go to **Step 2**

Step 2 | Install Base Station

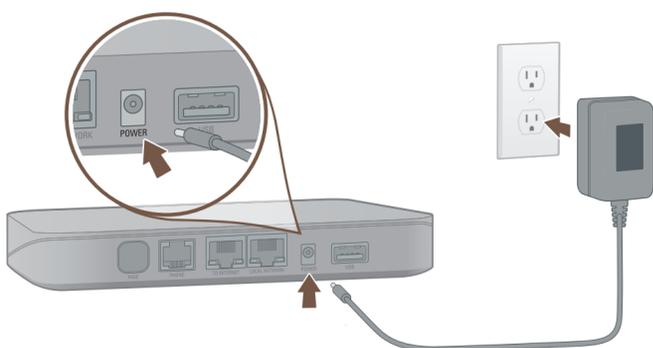
2a Connect Base Station to Router



Connect your Base Station to the Internet

Use the included Ethernet cable to connect the **TO INTERNET** port of the Base Station to an open Ethernet port on your router.

2c Power On



Plug in your Base Station

Plug the provided AC adapter into the **POWER** port. It is normal for the status light on the front of the Base Station to blink amber for several minutes while the device is booting up.

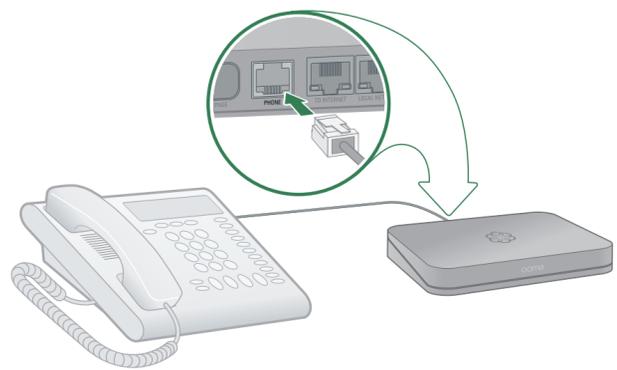
The status light will turn solid blue once the system is fully functional.



If your device requires a software upgrade, it may take 15-30 minutes to finish booting up the first time you plug it in. **Do not unplug the Base Station while it is upgrading. It will automatically reboot after the upgrade is complete.**

Go to **Step 3**

2b Connect Your Phone (optional)

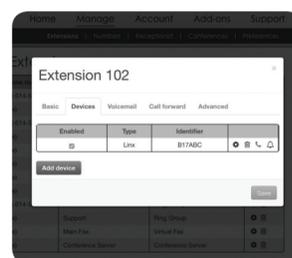


Plug your phone into the Base Station

If you are using the phone jack in the Base Station, use your existing phone cable to plug your analog phone into the **PHONE** port. If you are using a cordless phone, connect the cordless phone base unit to the **PHONE** port.

NOTE: For best performance, fax machines should be plugged into a Base Station.

Step 3 | Assign Devices to Users



Log into Ooma Office Manager

You are now ready to assign the analog phone connected to the Expansion Base Station to a new or existing user on your account. Go to the following URL and log in:

<http://office.ooma.com/extensions>

Click on the user that will use the analog phone you just installed, select the **Devices** tab and then click the **Add device** button. Follow the directions on the screen.

Pairing Linx devices

If you have purchased additional Linx devices that you want to pair with the Expansion Base Station, proceed to **Step 4** and follow the directions on the back of this guide.

Once you have finished installing the Linx devices, follow the directions above to assign those devices to users on your system.

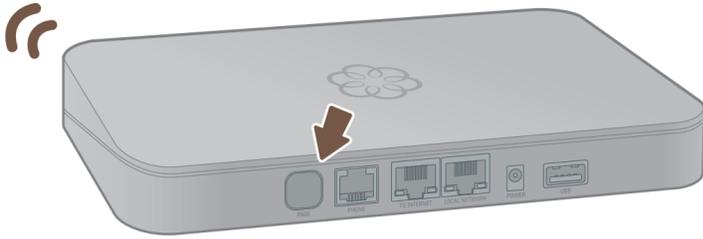
That's it. You're Done!

If you have any questions about setting up or configuring your system, please call our customer care hotline for help:

1-866-939-OOMA (6662)

Step 4 | Connect More Analog Phones (optional)

4a

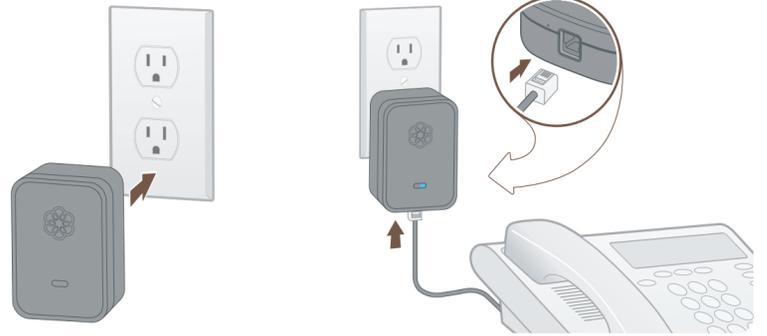


Put your Expansion Base Station in pairing mode

Press and hold the **PAGE** button on the back of your Base Station for three seconds to activate pairing mode for 5 minutes.

The system status indicator on the front of the Base Station will start to blink blue as it searches for new Linx devices.

4b



Plug in your Linx device

Decide where you would like to install your analog phone and find the closest power outlet.

Plug the Linx into the power outlet. The system status indicator on the Linx should start to blink amber as it searches for a Base Station.

The system status indicator on the Linx device will turn blue once the Linx has paired with the Base Station.

Connect your phone

Use a telephone cord to connect your analog phone to the phone jack at the bottom of the Linx device.

Repeat **Step 4** for each Linx you want to install. Note that each Base Station can pair with a total of four Linx devices. If you wish to use more than four Linx devices, see below.

Advanced Features of Ooma Office

Ooma Office comes with a full suite of features to accommodate all types of businesses. Learn more below:



Mobile Application

All users on your system can make and receive calls, listen to voicemail, and update extension preferences by using the Ooma Office mobile app for iOS and Android. Before they can use the app, you must first enable the mobile app on their extension. The user will receive an email with instructions on how to download the app. To get started, visit:

http://office.ooma.com/mobile_app



IP Phones (coming soon)

IP Phones are “smart” desktop phones that connect to your office network using a hard-wired Ethernet connection. They often have large displays which make it convenient to handle multiple lines and access advanced features. Ooma Office is compatible with select models of IP phones and can support a mixture of analog phones and IP phones at the same location. To set up IP phones, visit:

http://office.ooma.com/ip_phone



Supporting More Analog Phones

Each Base Station can support up to five analog phones using the built-in phone port and wireless links to up to four Linx devices. To add support for more analog phones in the office, you can purchase additional Base Stations and Linx devices (each sold separately). With four Base Stations and 16 Linx devices, you can connect up to 20 analog phones in one location. To add more base stations to your account, visit:

http://office.ooma.com/base_stations



Virtual Fax

Send and receive faxes online with a Virtual Fax extension. Once it has been set up, all inbound faxes will be forwarded to your email and any of your users will be able to use the Ooma Office web portal to send out PDF files as faxes. The Virtual Fax extension includes a dedicated phone number. To set up a virtual fax, visit:

http://office.ooma.com/virtual_fax



Toll-Free Numbers

Adding a toll-free number gives your small business a national footprint and makes it easy for customers to reach you. You may select one toll-free number for your Ooma Office account. The number comes with 500 minutes of free inbound calling. Additional usage rates apply; see our website for details. To select a toll-free number, visit:

http://office.ooma.com/toll_free



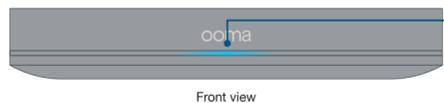
Conference Server

The conference server can host up to ten meeting rooms. Each meeting room is assigned its own unique conference ID and can accommodate up to ten simultaneous internal or external call-in participants. The conference server comes with a dedicated phone number for direct access. To set up conferencing, visit:

<http://office.ooma.com/conferences>

Quick Reference Guide

Ooma Office Base Station



Front view

System status indicator

- Lights up blue when system is operational.
- Blinks amber when device is booting up.
- Blinks amber when Ooma service is not working.
- Blinks blue rapidly when device is in pairing mode.
- Alternately blinks blue and amber during a software upgrade.



Back view

TO INTERNET

Plug in your modem or router to connect your Base Station to the Internet.

USB

Connect optional accessories such as the Ooma Wireless Adapter.

PHONE

Connect your analog telephone or fax machine with a standard telephone cable.

POWER

Connect the included AC adapter to power the Base Station.

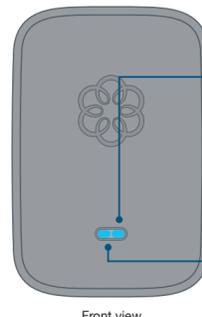
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Press and hold to pair a new device.

LOCAL NETWORK

Connect a computer or router to the Base Station for additional setup options.

Ooma Linx



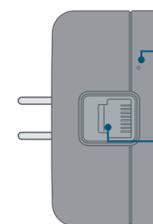
Front view

System status indicator

- Lights up blue when connected to the Base Station
- Lights up amber when it does not detect the Base Station.
- Blinks amber when it is attempting to register with a Base Station.
- Blinks blue and amber during a software upgrade.

Line status indicator

- Lights up blue when the line is idle.
- Lights up amber when the line is in use.
- Blinks amber/blue when the line is ringing.



Bottom view

Reset pinhole

Push down and hold for 10 seconds while plugged in to perform a factory reset of the device.

PHONE port

Connect your analog telephone to the Linx with a standard phone cable (not included).

Troubleshooting

Base Station status indicator is blinking amber

When the status indicator on your Ooma Office Base Station blinks amber, your Base Station is not operational. Check below to find out what is preventing it from working.

- Your Base Station may not be connected to the Internet. Check that your network cables are plugged in securely. Verify that the **TO INTERNET** port is connected to your router (or modem) and the green LED at the top of the port is lit up.
- Try rebooting your Base Station, modem, and router by power cycling the devices.
- Your Base Station may be unable to register with the Ooma network. Verify that you have activated your device as described in Step 1. Try power cycling the Base Station.
- Verify that your Internet connection is working. Optionally, connect a computer to the **LOCAL NETWORK** port of the Base Station and browse to <http://office.ooma.com>. You should see the login screen for Ooma Office Manager. If not, troubleshoot your Internet connection.

The phone connected to the Base Station has no dial tone

If the status indicator on the Base Station is blue but you don't hear a dial tone, check that your phone is correctly plugged into the **PHONE** port of the Base Station.

I hear an “extension has not been set up” error message when I pick up the phone

Log into the **Ooma Office Manager** and make sure that your Linx or Base Station device has been assigned to a user. Select a user and switch to the Devices tab to add the Linx or Base Station phone port to a user.

The Linx device won't pair with my Base Station

- Move the Linx closer to your Base Station and try to pair again.
- Perform a factory reset of the Linx by inserting a paper clip into the pinhole next to the phone jack of the Linx device. Hold for 10 seconds until the system status light blinks amber. Try to pair again.
- If the status indicator on the Base Station blinks purple/blue when you put it into pairing mode, you have exceeded the capacity of the Base Station. Each Base Station can only support up to four wireless DECT devices like the Linx. You may purchase additional Base Stations if you need to connect more Linx devices inside your office.

The phone connected to my Ooma Linx device has no dial tone

- If the system status indicator on the Linx is lit amber, try installing the Linx closer to the Base Station. Also try performing a factory reset of the Linx device by following the directions above.
- If the system status indicator on the Linx is blinking amber, follow the setup instructions again to register the device with your Base Station.
- Verify that your Base Station is powered on and has a blue status indicator. Next, plug an analog phone into the **PHONE** port of the Base Station to check for a dial tone.

Voice sounds stuttery or sometimes breaks up

Voice quality depends on the speed and quality of your Internet. Please call our customer care hotline if you are experiencing voice quality issues.