

Getting Started

- Logging in** Tap the app's icon  on your mobile device and log in using your phone number, your extension, and your Ooma Office Manager password.
- Changing password** Tap , then **Profile**, then enter your current password and your new password. Tap **Confirm**.
- Calling mode** Tap , then **Preferences**, then **Calling Mode**:
 - Choose **VoIP** to call with your phone's WiFi or data connection. You can access Ooma Office features like call transfer and hold music.
 - Choose **Cellular** to call with your phone's cellular minutes. Calling on this mode is more reliable if you have a strong cellular signal.
- Logging out** Tap , then **Profile**, then **Logout**.

Making Calls

- To an internal extension** Tap , then  and dial the extension number. Alternatively, tap , then  and select the extension you wish to dial.
- To an external number** Use the dialer by tapping , then  and dialing the 10- or 11-digit phone number.

Use your contact list by tapping , then  and selecting the contact you wish to call.

Use your list of favorite contacts by tapping , then  and selecting the contact you wish to call.
- To an international number** Tap , then  and dial 011, then the country code and phone number.
- To emergency services** Tap , then  and dial 911.

Receiving Calls

- Answer a call** Tap **Accept** when a call comes in.
- Answer a call waiting** Tap **Accept** to accept an incoming call.
- Rejecting a call** Tap **Ignore** to reject a call.

Ending Calls

- To end a call** Tap .

Placing Calls on Hold

- Putting a call on hold** Tap . Tap  again to take the call off hold.

Three-Way Conferencing (cellular only)

- Starting a conference call** When you have one active call, tap  to view the dialer. Enter the second number, then tap  when the call connects.
- Ending a conference call** Tap  on the call you wish to end. The second caller will remain on the line.

Transferring Calls (to VoIP)

- Blind transfer** When you have an active call, tap  and choose **To an extension**. Enter the extension number.
- To personal voicemail** When you have an active call, tap  and choose **To my voicemail**.
- To another voicemail** When you have an active call, tap  and choose **To an extension**. Enter the extension number.

Call Forwarding

- Turn on call forwarding** Tap , then **Preferences**, then **Call Forward**. If you're turning Call Forwarding on, enter the external number and choose whether to require key press on answer.

Accessing and Updating Voicemail

- Listening to voicemail** Tap , then . Tap a message to select it, then tap .
- Marking voicemail as new** Tap , then . Tap a message to select it, then tap **MARK AS NEW**.
- Deleting voicemail** Tap , then . Tap a message to select it, then tap .

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