ooma office — User Shortcut Guide

Making Calls

To an internal extension — Dial the three-digit extension number.

To an external phone number — Dial the 10 or 11 digit phone number.

To an international phone number — Dial **011**, then then the country code and phone number.

Receiving Calls

Answering a call — Pick up your phone when it rings.

Answering call-waiting — Press the **Flash** key on your phone when you hear the call-waiting tone. Your current call will be put on hold. Press **Flash** again to switch back.
(Note: You can press and release the receiver button if you do not have a flash button)

Placing Calls on Hold

Putting a call on hold — Dial **∗0** to put a call on hold.
Dial **∗0** again to take the call off hold.

Placing a new call when a call is active — Press **Flash**. Wait for dial tone and dial the new number.
Press **Flash** again to return to the first caller.

Three-Way Conferencing

Starting conference call — Dial **∗3** when you are on one call and have a second call on hold

Stopping conference call — Press **Flash**. One call will remain active, the other will be put on hold.

Caller-ID Blocking

Blocking your caller-ID — Dial **∗67**, then dial the number.

Unblocking your caller-ID — Dial **∗82**, then dial the number,

Transferring Calls (to internal extensions)

Blind transfer (one-step) . . . . Dial **∗1**. Then dial three-digit extension and hang up.

Attended transfer (two-step) . . . . Press **Flash** to place caller on hold. After dial tone, dial 3-digit extension. If they want to take the call, dial **∗2** and hang up. If they cannot take the call, press **Flash** to return to caller.

Transfering to voicemail . . . . Dial **∗8**. Then dial 3-digit extension and hang up.

Call Forwarding

Setting up Call Forwarding . . . . Dial **∗72**. Wait for the prompt, and then dial the phone number. that will receive the forwarded calls followed by **#**.

Toggling Call Forwarding on/off . . . . Dial **∗74** and follow the directions on the phone.

Accessing Voicemail

From your phone extension . . . . Dial your extension number.

From your browser* . . . . Login to **http://office.ooma.com/user**

From your smartphone** . . . . Download the Ooma Office mobile app and login.

From another extension or outside phone line . . Dial your number directly. Wait until it goes to voicemail. Press **∗** and enter your voicemail PIN number.

Through the Virtual Receptionist . . . . When the Virtual Receptionist speaks, press **∗**. Next, dial your three-digit extension number and enter your PIN.

* Login with the phone number, extension number and password provided to you by your administrator
** Your administrator must enable the mobile app on your extension. Login with the same information that you use on the web.

Updating Voicemail

Recording/updating your greeting . . . . Select **Option 5** from voicemail main menu, then select **Option 1**.

Recording/updating your name . . . . Select **Option 5** from voicemail main menu, then select **Option 2**.

Changing your PIN . . . . Select **Option 5** from voicemail main menu, then select **Option 3**.