ooma office

Quick Start Guide

700-0150-102

Introduction

Congratulations on purchasing the Ooma Office phone system! Blending the power of cloud computing with the convenience of plug-and-play hardware, Ooma Office creates a complete, multi-user communications platform for businesses like yours. Ooma Office includes all of the features you need to better connect to and serve your customers, with plenty of room for the system to grow as your business expands.

Package Contents

Ooma Office Base Station

Ooma Linx device(s)   Ethernet Cable (7 ft)   AC Adapter

System Overview

Before you get started, there are a few things you should know about the Ooma Office phone system:

Each Ooma Office account can support up to 20 users. Each user will be assigned a unique 3-digit extension number, voicemail box and account in the Ooma Office Manager web portal.

Each user can be configured with one or more of the following types of devices on the system: analog telephones, iOS or Anrdoid smartphones running the Ooma Office mobile app, and select models of IP phones. Each user can also choose to forward calls to a regular cell phone or landline.

If a user has multiple devices assigned to his extension, all of the devices will ring when the user receives a call. The user can answer the call on any of the devices.

How Ooma Fits in Your Office

This illustration depicts how Ooma Office is used in an office environment. Familiarize yourself with the Ooma Office devices as well as the phone and Internet equipment in your business.

A   **Modem or Router** – The broadband Internet connection from your service provider will connect to a modem or router installed inside your business

B   **Ooma Base Station** – The Base Station connects to your modem or router and routes calls to the analog phones in your office. It includes one phone jack for connecting to an analog phone or fax machine.

C   **Fax machine** – Fax machines should connect to the Base Station. This may require some changes to your phone wiring, or moving your fax machine closer to the Base Station.

D   **Ooma Linx** – The Linx connects an analog phone to your Ooma Office system. The Linx plugs into a power outlet and operates wirelessly by communicating with the Base Station over radio frequencies. Up to four Linx devices can be paired with each Base Station and the device has a range of up to 150 feet indoors.

E   **Analog phones** – Each analog phone (corded or cordless) in the office will connect to a phone jack in the Base Station or a Linx device.
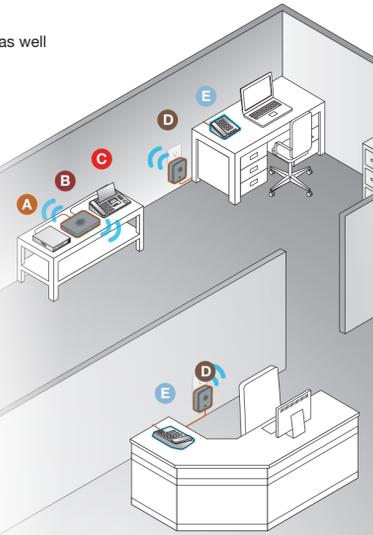
Installation Overview

The installation process is simple and straightforward. You should be up and running and making your first call in no more than 30 minutes!

This guide will walk you through the entire process. Just follow along as we take you through four easy steps in sequence:

Step 1   Activate Ooma Office account

Step 2   Install Ooma Office Base Station

Step 3   Connect More Analog Phones

Step 4   Add Users and Customize

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.

? Have a Question or Need Assistance?
Help is here.

Knowledge base
ooma.com/support/office

User manuals
ooma.com/userguide

24x7 Customer Care Hotline
1-866-939-6662

Ready to start? Go to   **Step 1**

Step 1 │ Activate Ooma Office Account

Begin by activating your Base Station online. Locate the seven-digit activation code printed on the bottom of the Base Station.

Next, go to the **Ooma Office Manager** web portal located at:
http://office.ooma.com

Ooma Office Manager

Enter your login

Enter your password

☑ Remember me   Login

Activate your new account

Forgot Username or Password? Reset it

Click on the **Activate your new account** button. The activation wizard will guide you through:

· Selecting a phone number

· Registering your 911 address

· Entering your billing information

You'll receive an email confirmation once your account is activated.

NOTE: If you plan to transfer an existing phone number to Ooma Office, select a temporary phone number during the activation process. Follow the directions to port your number in the **Next Steps** section once you have finished your installation.

Go to **Step 2**

Step 2 │ Install Ooma Office Base Station
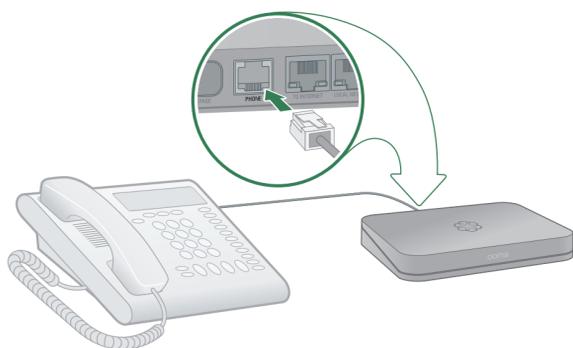
2a Connect Base Station to Router
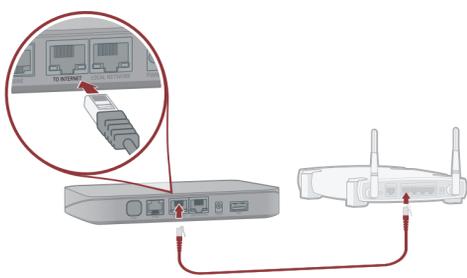
Connect your Base Station to the Internet
Use the included Ethernet cable to connect the **TO INTERNET** port of the Base Station to an open Ethernet port on your router.

NOTE: If you experience poor voice quality you may want to enable Quality of Service (QoS) settings on your router or install the Base Station between your modem and router. Please call our customer care hotline if you need help configuring QoS. See the **Alternative Setup Option** to the right for instructions on how to connect the Base Station between your modem and router.

⊡ Alternative Setup Option

For optimal voice quality, the Ooma Office Base Station should be installed between your modem and router. This allows the Base Station to prioritize voice packets over other Internet traffic and prevents audio glitches and dropped calls.

Modem   Router

TO INTERNET   LOCAL NETWORK
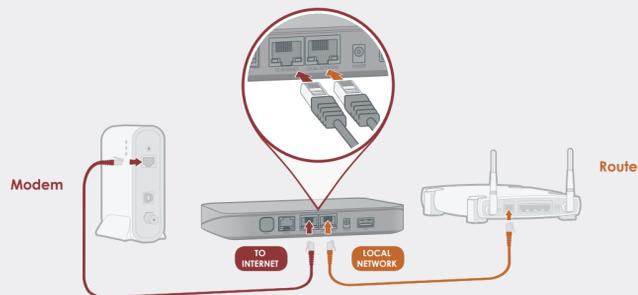
Connect the Base Station between modem and router
1. Locate the Ethernet cable that connects your modem to your router. Unplug the modem end of the cable and plug it into the **LOCAL NETWORK** port of the Base Station.

2. Use the included Ethernet cable and connect the **TO INTERNET** port of the Base Station to your modem.

3. To ensure the new network setting takes effect, reboot your modem and router.
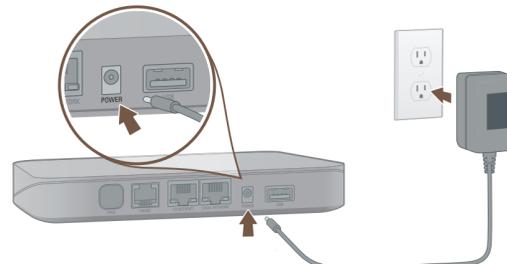
2b Connect Your Phone

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

NOTE: If you plan to connect a fax machine to your Ooma Office system, it should be connected to the **PHONE** port of the Base Station.

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.

Make your first call
Pick up the phone and listen for a dial tone to confirm that your system setup is complete. **Feel free to call a friend and tell them about your new Ooma Office system!**
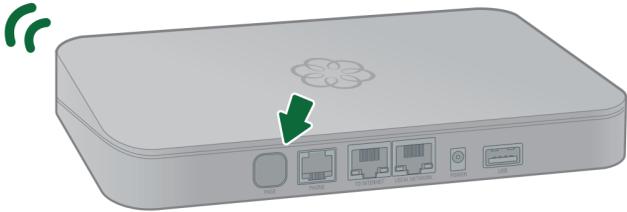
⚠ If your device requires a software upgrade, it may take 15-30 minutes to finish booting up the first time you plug it in. **Do not unplug the Base Station while it is upgrading. It will automatically reboot after the upgrade is complete.**
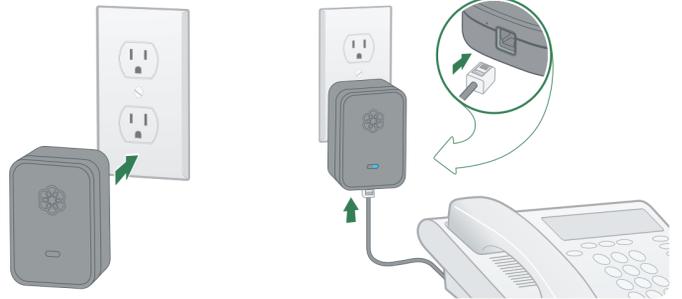
Go to **Step 3**

3a

Put your 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.

3b

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 3** 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.

Go to Step 4

Step 4 | Add Users and Customize

Ooma Office Manager

Enter your login

Enter your password

☑ Remember me   Login

Activate new account

Forgot Username or Password? Reset it

Note: End users can also access **Ooma Office Manager** to listen to voicemail, check call logs, and manage settings for their extension. When you create a user on the system, the user will receive an email with information about how to access the web portal.

Log into Ooma Office Manager
The hard part is over! Your Base Station and Linx devices have been installed. Now you can start to customize your configuration.

The **Ooma Office Manager** web portal will be your primary system administration tool. To access the site, go to:

http://office.ooma.com

Log in as an administrator using your phone number and the password you selected during the activation process.

To begin, use the **Manage** tab to navigate through the different parts of the system you can customize. You will be able to:

- Manage users and devices
- Add phone numbers and control how they are routed
- Customize your virtual receptionist settings
- Update your system preferences

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)

Next Steps

Transfer Your Phone Number
Do you have an existing phone number that you would like to transfer to your Ooma Office system? In most areas, Ooma can help you port your existing phone number from your old provider.

You must maintain the phone service associated with your existing phone number until the porting process is completed, which usually takes around 2-3 weeks.

To get started, please visit:

http://office.ooma.com/port

(415) 555-1234

Explore Ooma Office Manager
After your initial setup is complete, explore all the other features that **Ooma Office Manager** has to offer. You can:

- Set up additional users
- Select additional local and toll-free numbers
- Customize your virtual receptionist
- Upload custom music on hold and transfer music
- And much, much more

Learn more about all the features Ooma Office has to offer in the **Features Overview** section of the user manual.

Manage
Extensions | Phone Number

Virtual Receptionist

Business Hours Menu   After Hours Menu   Business Hou

Initial Greeting

Text-to-speech ◄) Thank you for calling. If you are an exi
1. If you are a new client, please pres

Key Press Assignments

1 Transfer to Extension
Dennis Cell Phone (105)

2 Transfer to Voicema
Dennis (101)

⊠ Advanced Features of Ooma Office

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

Mobile Application (coming soon)
All users on your system can make and receive calls, listen to voicemail, and update 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

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

800 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

IP 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

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**

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 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

ooma

Front view

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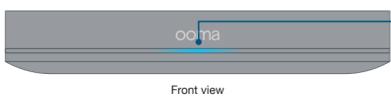
System status indicator
- Lights up blue when system is operational.
- Blinks amber when device is booting up.
- Blinks amber when Ooma service is not working.
- Blinks blue rapidly when device is in pairing mode.
- Alternately blinks blue and amber during a software upgrade.

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

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

PAGE
Press and hold to pair a new device.

USB
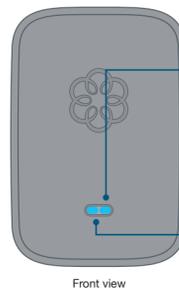Connect optional accessories such as the Ooma Wireless Adapter.

POWER
Connect the included AC adapter to power the Base Station.

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

Ooma Linx

Front view

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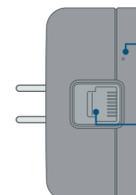
Reset pinhole
Push down and hold for 10 seconds while plugged in to perform a factory reset of the device.

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. For best results, Ooma recommends that your Base Station is connected between the modem and router as shown in **Alternative Setup Option** in **Step 2a**. Please call our customer care hotline if you are experiencing voice quality issues.