

User Manual

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Introduction

Congratulations on your purchase of a new Ooma Office telephone system! Designed from the ground up to be a simple but powerful communication system with plentiful features, Ooma Office is a solution that will meet all of your business needs.

Before you get started with this user guide, we recommend that you follow the instructions in the Quick Start Guide poster that came with your Ooma Office starter kit. The Quick Start Guide will walk you through the process of installing your Base Station and Ooma Linx device(s) in a basic configuration so you can make and receive calls. Once your initial setup is complete, this user guide explains many of the available features that you can configure to personalize Ooma Office for your business in more detail.

This user guide is divided into several sections:

- The **System Overview** explains how Ooma Office works and then outlines the different components of your Ooma Office setup.
- The **Feature Overview** gives a brief description of the Ooma Office features that are available with the product.
- The **Administrator Guide** explains the basics of how Ooma Office can be customized by the system administrator.
- The **End User Guide** has instructions that can be passed along to users (employees) so that they will understand how to utilize their phone extensions on Ooma Office.
- The **Troubleshooting** section contains steps that you can follow to troubleshoot common Ooma Office installation and usage problems.
- The **Finding Help** section has links to useful resources if you need additional assistance.

System Overview

Ooma Office is a flexible communication system that can be customized to your needs. To understand how Ooma Office will work in your business, it is helpful to know a few basic things about how the system is set up:

- **Your Ooma Office configuration will consist of multiple users.** Each user will be assigned a unique 3-digit extension number, a private voicemail box, and an account in the Ooma Office Manager web portal. A user can be an individual employee, or it can represent a job function such as front desk or shipping department.
- **Ooma Office can support up to 20 users.** In addition to users that you create for your employees, there are special types of users such as the Virtual Receptionist, Virtual Fax, and conference server. These special users count toward the limit of 20.
- **Each user will use one or more devices to access the phone system.** Available devices include:



Analog phone – A regular corded or cordless phone that plugs into the Base Station or the Linx.



IP phone – Select models of IP phones connected inside the office.



Mobile app – The Ooma Office mobile app running on an iOS or Android device.

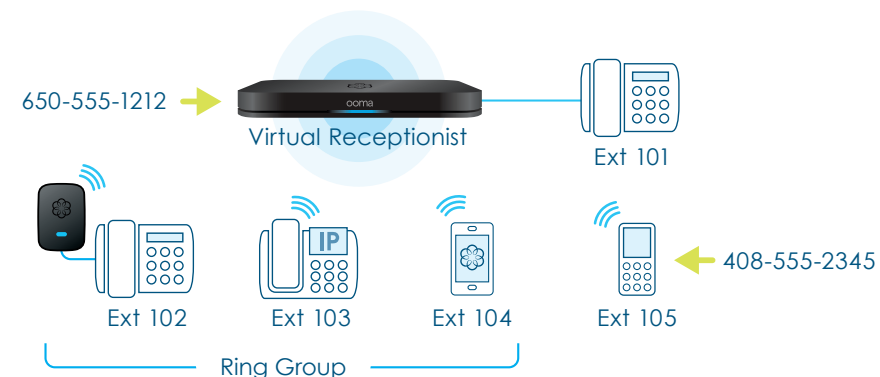


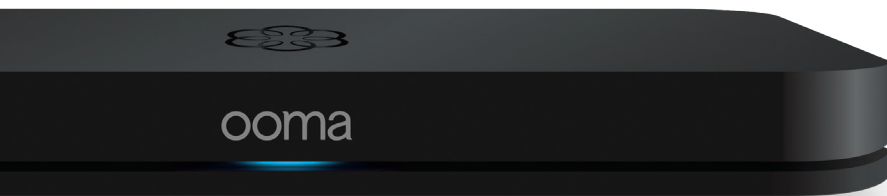
External phone – An external phone number such as a cell phone or a landline that can receive incoming calls forwarded from the user's extension.

- **A user can have multiple devices assigned to his extension, but may only have one device of each type.** For example, a user may have an Ooma Linx device and a remote phone number, but a user cannot have two Ooma Linx devices.

Any device that is assigned to a user's extension can be used to make outgoing calls with the exception of an external number (which can only receive calls). All of the devices that are assigned to a user's extension will ring when the user receives an incoming call. The user can answer the call on any device.

- **You can configure phone numbers to route to any user on the system.** Most businesses will have their main business number mapped to the Virtual Receptionist, but you can also choose to have calls route your receptionist if you have one on staff. If you have more than one phone number (Ooma Office supports up to 20 numbers per account), each phone number can be individually assigned to any user on the system.





Hardware Overview

The Ooma Office system is composed of various hardware components, each of which extends the function of the product and service in its unique way. See below for a description of these components:



Ooma Base Station

The Ooma Office Base Station connects to your broadband Internet service and routes calls to the phones in your office. It has one phone jack in the back to connect your first extension and a built-in DECT 6.0 wireless radio to communicate with up to four Ooma Linx devices. You can purchase additional Base Stations to expand the capacity of your system to up to 20 users.

Ooma Linx

The Ooma Linx device allows you to connect an analog phone to your Ooma system completely wirelessly. Plug the Linx device into any power outlet and connect a regular telephone to the phone jack. You may pair up to four Linx devices per Base Station.



Analog Phones

Analog telephones are regular corded or cordless telephones designed to be used with a standard home or business phone line. Ooma Office is designed to work best with one-line phones.

Note: Ooma Office is not compatible with “digital” phones that might connect to a proprietary PBX or key system.



Fax Machine

Ooma Office supports standalone fax machines, and can even provide a dedicated number that is optimized for faxing. For best results, Ooma recommends that you connect your fax machine directly to the phone port of the Base Station.

IP Phones

IP Phones are “smart” desktop phones that connect to the Internet via a wired Ethernet connection. They often have large displays that 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 combination of analog and IP phones on the same account. You can find a list of compatible IP phones at:

<http://www.ooma.com/app/support/ip-phone-compatibility>



Mobile App

The Ooma Office mobile app offers employees features such as: access to the company directory, access to voicemail, the ability to make and receive business calls on a smartphone over any Wi-Fi or cellular data connection. Available for both iOS and Android devices, the mobile app can be downloaded by users for no additional charge.

Feature Overview

Whether your business is comprised of a single person working out of a home office or a bustling workplace with a staff of 20, Ooma Office is designed to grow along with your company. Even better, Ooma Office has a full suite of features to support the communication needs of your business and to help your company project a professional image. Read below for an overview of each feature. See the Administrator Guide to learn more.

Scalable System



Support for up to 20 users

Your Ooma Office configuration starts off with one user, but can scale up to 20 users so that each of your employees can have an extension number and voicemail. The Base Station can support up to five analog phones (one with the phone port on the back of the device and up to four others connected wirelessly with Linx devices). When you need additional analog phones, you can expand your capacity by purchasing additional Base Station units.



Unlimited lines

Even when your company is at its busiest, you don't need to worry about the number of people who are using the phone simultaneously. Ooma Office supports unlimited lines, so there's no limit to the number of calls in progress and incoming callers will never get a busy signal.



Multi-device access

Keep everyone connected even if they can't always be present at their desks. Users can have more than one device linked to their extension, including an analog or IP phone at their desk, the mobile app on their smartphone, and a remote phone such as a basic cell phone or landline. When a call comes in, all the devices associated with the extension will ring.



Mobile app

Ooma Office users can stay connected with the mobile app. Users who have a desk phone may only use the app when they are out of office, but other users may use the app as their primary means of communication. Incoming calls to a user's extension will ring the app, and outgoing calls made with the app will use the office phone number as the caller ID. Users can access the company directory and transfer calls with the tap of a button. The app is available for iOS and Android devices.

Available Phone Numbers



Number porting

A business's identity is tied to its phone number. Ooma Office allows you to port your current phone number for free so you can enjoy the benefits of your new telephone service and still keep your existing contact information.



Additional Phone numbers

You can select up to 20 phone numbers for your account. Each phone number can be configured to route to the Virtual Receptionist, or to go directly to any user on the system. You may assign multiple phone numbers to a single user, which can be handy if you want to have local phone numbers in multiple area codes.



Toll-free phone 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 that comes with 500 minutes of free inbound calling for your Ooma Office account. Usage rates apply; see our website for details.

Business Features



Virtual Receptionist

The Virtual Receptionist answers and directs incoming calls. It can be used to answer common questions, to advertise your services and/or special offers, and to project a professional image to callers. You can type in a greeting that will be converted to speech, or you can upload your own audio file. You can also configure different greetings and menu options for your business's operating and non-operating hours.



Ring Groups

Routing calls by department or function helps to ensure that someone is always available for your customers. Set up Ring Groups to ring all users in the group, including their external numbers and the Ooma Office mobile app if these devices are assigned to the user. The phones in the Ring Group can ring at the same time (simultaneous mode) or one at a time (sequential mode). You can also specify where the call will route next if no one in the Ring Group answers.



Music on Hold

Don't keep your customers waiting in silence – keep them entertained with Music on Hold. This feature is a great way to share more information about your products and services, to play out favorable reviews and testimonials about your company, and to advertise your latest promotions and offers by uploading your own custom MP3 or WAV file.



Virtual Fax

It's never been easier to go paperless. Send and receive faxes electronically online using Ooma Office Manager. After you set up your Virtual Fax extension inbound faxes will be forwarded to your email, and any of your users will be able to use the web portal to fax out PDF or TIFF file.



Conference server

Use the conference server feature to host up to ten simultaneous conference rooms. Each room will be set up with its own unique PIN number and can accommodate a maximum of ten participants each.

Calling Features



Extension dialing

Not all phone calls need to leave the building. Ooma Office supports internal three-digit extension dialing, so it's easy for employees to contact each other. This can be handy even if an employee is out of the office since internal extension dialing will also ring external phone numbers and the Ooma Office mobile app.



Call transfer

Ooma Office supports external call transfers, internal call transfers between extensions, and even transfers directly to voicemail. You can also set up custom music that will be used during the transfer rather than the standard ring back tone.



International dialing

Calls to the United States and Canada are included at no extra charge. Ooma Office also supports international calling. Calls to other countries are charged at our low international rates and are deducted on a per-minute basis from your prepaid account, which will automatically recharge when the balance runs low.

As the administrator of the Ooma Office system, you will have privileges that are not accessible to other users, including the abilities to add new users and phone numbers, configure advanced calling features, update billing information, purchase add-ons to expand your setup, and more. This section of the guide outlines the various actions that can be taken by the Ooma Office administrator.

Ooma Office Manager

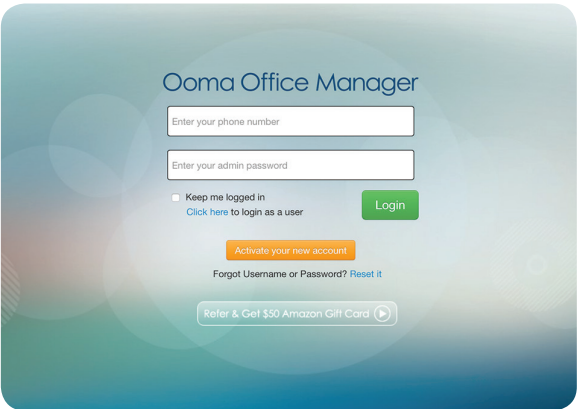
Ooma Office Manager is the web interface through which you will configure and manage your Ooma Office account. You can reach the web portal by visiting the following site:

<http://office.ooma.com>

You will need the primary phone number and password that you set up when you first activated your account in order to log in.

Once you are logged in with the administrator account, you can use Ooma Office Manager to add and manage users, configure the Virtual Receptionist, set up Music on Hold, and much more.

Note: If your primary number changes (for example, if you port a phone number), the phone number you use to log into Ooma Office Manager will also change.



Managing Users and Devices

Each time you wish to add a new person to your Ooma Office account, you will create a new user on the system. You can also create users that correspond to a place such as the front desk, or to a function such as a reservations. Each user will have its own extension number so that it can be reached through the Virtual Receptionist or by dialing the extension directly. Users can log into the End User Manager to configure their extension and voicemail preferences.

Creating users

You can add a new user by visiting the following URL:

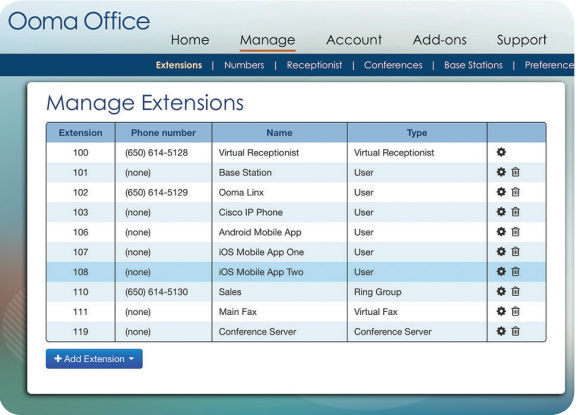
http://office.ooma.com/add_user

Select the user's internal extension number and fill in their name and email address.

Once you save your changes, an email will automatically be sent to the user. This email will contain the user's voicemail PIN and a temporary password that they can use to access the End User Portal.

Editing users

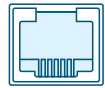
Click on an existing user in the Manage Extensions page to edit the user's information. Click the trash icon to delete a user. Note: Deleting a user will remove all of the user's voicemail and call log history.



Assigning devices to users

After you create a new user, you must assign one or more devices before the user can make or receive calls. A user can have multiple devices assigned, but may only have one of each type of device. Most devices assigned to a user can be used to make outgoing calls, with the exception of an external phone. All assigned devices will ring when the user receives an incoming call on the associated extension.

These are the types of devices that are supported by Ooma Office:



Base Station Phone Port

An analog phone plugged into the phone port of the Base Station



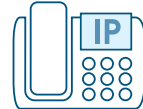
Ooma Linx

An analog phone plugged into an Ooma Linx device



Mobile app

The Ooma Office mobile app running on an iOS or Android device



IP phone

Select models of IP phones connected inside the office

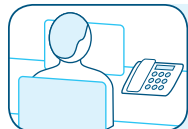


External phone

An external phone number such as a cell phone or a landline

Example device configurations

Users will have different device configurations depending on their needs. Here are a few example configurations of how you might set up users in your office:



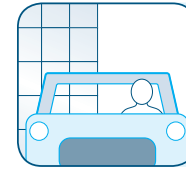
Office workers

An employee who works from a desk will typically only need an IP phone or an analog device connected to a Linx or Base Station phone port.



Remote workers

An employee who works from home may use the mobile app or use a home telephone number as an external number.



Part-time telecommuters

An employee who is in the office part time and at home or on the road at other times may have an analog or IP phone for when they are in the office, and also have the mobile app when they are on the road.

You can always add or delete devices for a user later, so you can experiment with what works best for each user.

Voicemail options

Every extension has its own voicemail box. By default, new voicemails are emailed to users as an MP3 audio file so they can easily listen to messages wherever they are.

The system administrator can enable or disable voicemail, reset a user's voicemail PIN, and configure the number of seconds before an unanswered call rolls to voicemail.

Users can also adjust these settings and record their own greeting.

Forwarding options

Employees who are in and out of the office a lot can be just as productive on the go by forwarding calls to another phone number such as a cell phone or landline.

When calls are forwarded to a phone number, the user's devices will not ring.

Ring Groups

If you have a multi-person team such as accounting or sales, Ring Groups can be a useful tool for distributing incoming calls to users with the same job function. A Ring Group can be set up to sequentially ring each user in the group in order (sequential), or to ring all of the users at once (simultaneous). In either case, the first user to pick up will answer the call.

If no one in the Ring Group answers the call, you can have the call can be automatically transferred to another extension or voicemail box on the system. For example, if your company employs a receptionist you can configure the system to route incoming calls on your main business number to the receptionist, but if the receptionist is unable to answer the call then have the Virtual Receptionist pick up.

To get started with Ring Groups, visit:

http://office.ooma.com/ring_group

The users that are included in a Ring Group can be changed at any time. You can also adjust how long an incoming call will wait for an answer until it is routed to an alternative extension on the system.



Ring Group (simultaneous ringing)



Ring Group (sequential ringing)

Special Purpose Extensions

There are two types of extensions that are dedicated to a specific purpose in Ooma Office. These extensions provide either electronic fax or conference bridge functionality to the business.



Virtual Fax

Virtual Fax allows employees to send and receive faxes online. All incoming faxes are emailed to a single address as a PDF file. Any user can also send PDF or TIFF files as faxes from their End User Portal account. Set up the Virtual Fax extension by visiting:

http://office.ooma.com/virtual_fax

The Virtual Fax extension comes with its own dedicated fax number. You will select this phone number when Virtual Fax is being set up for the first time.



Conference server

Create meeting rooms where up to 10 internal or external parties can dial into the same call. You can host up to 10 simultaneous meeting rooms, each with a unique meeting ID. You also have the option to configure a passcode for each meeting room.

Add a conference server and set up meeting rooms online at:

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

The conference server comes with its own dedicated phone number that is selected during the initial setup. To use the conference server, all participants will dial that dedicated number and enter the meeting ID number to enter the appropriate meeting room.

Managing Phone Numbers

Phone numbers link your company to the outside world and is used to route calls internally. Ooma offers local phone numbers that can be used to give your employees direct numbers, to give important Ring Groups (like your sales team) their own dedicated numbers, to map multiple local area codes to the Virtual Receptionist, and more. You can even choose a toll-free number to give your business a national presence.

You can configure how phone numbers are routed by visiting:

http://office.ooma.com/phone_numbers

You will see all the phone numbers currently associated with your business, and which extension each one is assigned to. To change the routing of a phone number, use the menus to update your setup and click **Save**.

	Phone number	Extension	Name	Type
1	(650) 614-5128	100 (Virtual Receptionist)	Virtual Receptionist	Virtual Receptionist
2	(650) 614-5129	102 (Ooma Link)	Ooma Link	User
3	(650) 614-5130	110 (Sales)	Sales	Ring Group

+ Add Number Port Number Save



Adding local numbers

You can start the process of adding a new local phone number by visiting:

http://office.ooma.com/add_number

Select an area code and city that you would like to search. All available numbers in that area code will be displayed. Select the number you wish to use, and then choose which extension you wish to route the phone number to.

(800) Adding a toll-free number

You can add a toll-free number by visiting:

http://office.ooma.com/toll_free

You will see a list of available toll-free numbers to choose from. Decide which one you would like, and then choose which extension you wish to route the toll-free number to.

Porting phone numbers

If you are switching your telephone service from another provider, Ooma can help you port your existing phone numbers to Ooma free of charge. Here are a few things to keep in mind:

- If you have multiple phone numbers with your previous service, you must port all of them. Porting a single number leaves you at risk of losing your other numbers.
- You must maintain your previous phone telephone service until the number port is complete. If you do not do this, you risk losing your phone numbers.
- The time it takes to complete a port will vary based on your provider and the accuracy of information you provide, but it is best to allocate at least 3 weeks for the port to complete.

If you are ready to get started with porting, visit:

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

You will need to fill out a form that provides complete and accurate information about your current provider. Once you have submitted your request, the porting process will begin. You should get an email confirmation that your porting request has been received. From there, you will receive periodic notifications as your request makes its way through the process.

Managing the Virtual Receptionist

Set up the Virtual Receptionist to efficiently direct incoming calls to the appropriate person, to share commonly requested information about your business such as your operating hours and street address, or to advertise your current promotions. You can even configure different menu options for business and after hours.

To set up the Virtual Receptionist, visit:

http://office.ooma.com/virtual_receptionist

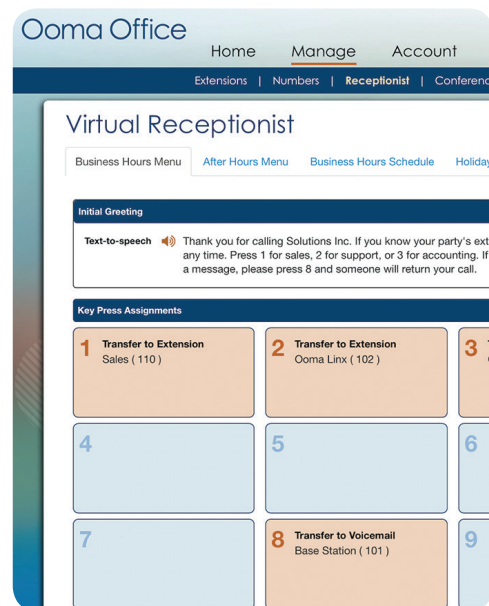
The Virtual Receptionist can be customized in many ways to fit your needs, including a personalized greeting, up to ten key-press menu options, and separate menus for business hours and off-hours.

Here are some of the configuration options:

Customize initial greeting

The initial greeting is what the caller will hear when the Virtual Receptionist answers the call. The greeting should welcome the caller and describe the options that are available. These options presented to the caller should correspond to the key presses that you will assign in the next section.

You can type the initial greeting to take advantage of text-to-speech, or you can upload an audio file containing a greeting you have recorded yourself.



Assign key press

Callers will select different menu options in the Virtual Receptionist menu using key presses. You can configure which key presses are available to your callers and what action they will perform. These are the options that are available for each key press you assign:

- **Transfer call:** Transfers the call to a predefined extension. This option can transfer calls to a specific user's extension, to a Ring Group, to the conference server, or even directly to a user's voicemail.
- **Play announcement:** Plays a pre-recorded announcement such as your business hours or your weekly specials. You can either upload an audio file or type out a message that will be read aloud with Text-to-Speech. Once the announcement has been played out, the caller will return to the main menu.
- **Dial by name:** Allows the caller to search your company directory for the person they would like to reach by dialing the user's last name.

Set business hours

The Virtual Receptionist can have a different menu during operating hours than it does when your business is closed. Once you set your business hours, the Virtual Receptionist will automatically switch between the two menus.

You can customize the settings for your business's operating hours with the Business Hours menu. The After Hours menu will be used on holidays and when your business is closed.

Holiday calendar

Use the calendar to identify days that your business will be closed, such as holidays. You can toggle whether your business will be open or closed by clicking the date on the calendar. When your business is closed for the day, the Virtual Receptionist will use the After Hours menu.

Managing Base Stations

Your Ooma Office Base Station gives you the flexibility to install up to five analog phones:

- One phone can be plugged into the phone jack in the back of the Base Station
- Four more phones can be plugged into paired Linx devices

If you need to expand your Ooma Office capacity further, you can add additional Base Stations (and Linx devices) to your account. By adding three additional Base Stations, you can support up to 20 analog phones.

You can manage your Base Stations by visiting:

http://office.ooma.com/base_stations

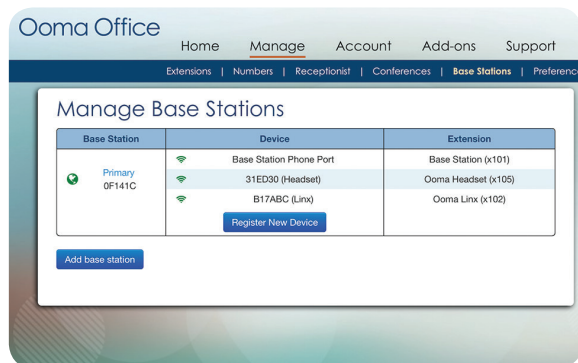
From this page, you can do the following:

Add a new Base Station

If you have purchased an expansion Base Station, you can link it to your account by selecting the “Add Base Station” option and entering the required information.

Pair a new device

To pair a new device with one of your base stations, identify the Base Station that the device will pair to and select the “Register New Device” option. Follow the instructions on your screen to complete the pairing process. The device can now be assigned to a user.



Managing Preferences

There are a number of different preferences that can be configured by the account administrator.

You can manage preferences by visiting:

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

Time zone

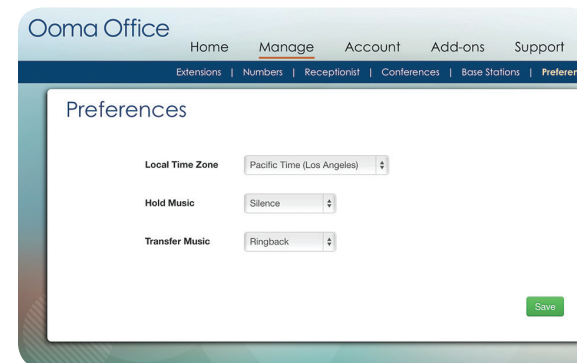
The time zone of your Ooma Office account is selected based on the area code of your primary phone number. If you have selected an out-of-area phone number you can manually override the time zone used for your call logs, fax logs, and voicemail.

Music on Hold

Use the Music on Hold feature to entertain and educate your customers while they wait. Upload music or your own advertising message in either MP3 or WAV file format.

Transfer Music

When you transfer a customer to another extension, you can turn on Transfer Music to let them hear music or an advertising message instead of the traditional ring back.



Add-On Options

Although most Ooma Office features are included in your monthly subscription, Ooma offers several add-on services that are available to use for an additional fee. These services can save you money or even help you to grow your business:

Toll-free Number Calling Plan

A toll-free number can receive up to 500 minutes of incoming calls each month. If you exceed this limit, then additional charges will apply per extra minute of calling time. If you anticipate that you will receive more than 500 minutes of calls to your toll free number each month, you can reduce your overage costs by adding a toll-free number calling plan to your account to cover either 1,000 or 2,500 additional minutes of calling. You can learn more about the calling plan options by visiting:

http://office.ooma.com/toll_free_plans

Prepaid Calling

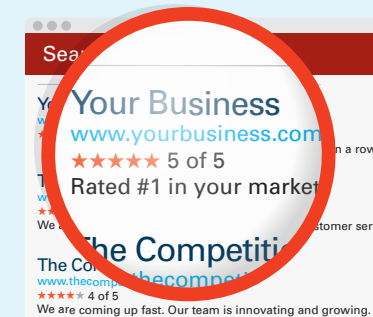
Unlimited calling to the United States and Canada is included in your Ooma Office subscription. Other international calls are charged on a per-minute basis to your prepaid account using our low international rates. When your prepaid account balance drops below a threshold that you set, it will automatically recharge from the credit card that you have on file.

You can customize the recharge threshold for your prepaid account and view your prepaid calling activity by visiting:

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

Business Promoter

The Ooma Office Business Promoter is a tool that will help you market your small business by improving its online presence. An increasing number of consumers search for local businesses online. Business Promoter generates calls from these potential new customers by leveraging a combination of popular search engines, mapping sites, business directories, and location-based advertising to make your business more visible in relevant search results.



The best part about Business Promoter is that you won't be charged until the service has actually brought you a new prospect for your business. Signing up is risk-free since Ooma guarantees that you won't pay until it works.

All you have to do to get started with Business Promoter is share a little bit of information about your business. You can find the form that must be filled out to tell us about your business by visiting:

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

Once your information is submitted, it will be reviewed by an account manager. You should hear back within a few days about your business's eligibility for the service. If your business is eligible, you will also receive a quote for the cost per call that is generated by the Business Promoter service. As soon as you accept the quote, Business Promoter will go to work for you.



The installation process for Ooma Office should go smoothly. This troubleshooting section identifies some of the common problems that might occur during setup and after your system is operational.

Base Station status indicator is amber

When the status indicator on your Ooma Office Base Station blinks amber, it means that your Base Station is not operational. The list below outlines some troubleshooting steps that may resolve your problem:

- Your Base Station may not be connected to the Internet. Check that your network cables are plugged in correctly and securely. Verify that the **TO INTERNET** port on the Base Station is connected to your router or modem, and that the green LED at the top of the **TO INTERNET** 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** in the Quick Start Guide. If you make any changes to your network setup, power cycle the Base Station.
- Verify that your Internet connection is working. One way to do this is to 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 you cannot reach this site, troubleshoot your Internet connection.

The phone connected to the Base Station has no dialtone

If the status indicator on the Base Station has been blue for a while but you still don't hear a dial tone, check that your phone is correctly plugged into the **PHONE** port of the Base Station. You may need to try a different telephone cable.

I hear an “extension has not been set up” error message when I pick up the phone connected to my Linx or Base Station

This message indicates that the phone you are using has not been associated with a user. Log into the Ooma Office Manager and select the user to whom the phone should be assigned. Switch to the Devices tab, and then add the Linx or Base Station phone port to a user.

The Linx device won't pair with my Base Station

There are several possible reasons why a Linx device won't pair with a Base Station. The list below indicates the most likely possibilities:

- The Linx device may be too far away to communicate with the Base Station while it is in pairing mode. 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 the pinhole button down for 10 seconds until the system status light on the Linx blinks amber. Try to pair the Linx device again.
- Each Base Station can only support up to four wireless DECT devices like the Linx. If the status indicator on the Base Station blinks purple/blue when you put it into pairing mode, then you have exceeded the capacity of the Base Station. You may purchase additional Base Stations to connect more Linx devices inside your office.

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

If you have connected a phone to your Ooma Linx device but do not hear a dial tone when you pick it up, then try following the troubleshooting steps below:

- If the system status indicator on the Linx is lit amber, try plugging the Linx into an outlet closer to the Base Station. Before you plug the Linx device into the new outlet, try performing a factory reset by following the directions above.
- If the system status indicator on the Linx is blinking amber this indicates that the device is not registered to a Base Station. 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 on Ooma Office depends on the speed and quality of your Internet connection. For best results, Ooma recommends that you connect your Base Station between the modem and router as shown in the **Alternative Setup Option** of the **Quick Start Guide**. Please call our customer care hotline if you are experiencing voice quality issues after ensuring that you have set up your Base Station in the recommended configuration.

Finding Help

If you have questions, or if you run into a problem that you can't resolve after following the steps in the Troubleshooting section of this user manual, then we can help! Here are some resources that you can turn to:

Customer Support

If you cannot find answers to your questions online, then our customer support team will be happy to assist you!

You can contact Ooma Office support by telephone at: **1-888-939-6662**

Live Help Chat

You can connect with our customer support team online by clicking the “Live Help” button at:

<http://ooma.com/support>

Full Knowledge Base

You can find more information about Ooma Office and answers to many of your questions in our comprehensive knowledge base located at:

<http://ooma.com/support/ooma-office>

Ooma Office Documentation

The latest versions of the Ooma Office Quick Start Guide and User Guide are available at:

<http://ooma.com/support/documentation>

This End User Guide contains instructions that will help users make the most of Ooma Office. Each user will have a unique extension number and set of devices such as an analog phone, mobile app, and/or cell phone number. All users will also have an account on Ooma Office Manager which allows them to listen to voicemail, check call logs, and configure extension settings.

Basic Calling

Making internal calls

To place an internal call, pick up the phone and dial the desired three-digit telephone extension. For example, to reach the user assigned to extension number 101 dial: **1 0 1**.

Making external calls

To place an external call within the United States or Canada, pick up your phone and dial a phone number as you normally would. You DO NOT need to dial 9 or use any special code to make external calls.

For example, to reach Ooma Office support at 1-866-939-6662, dial: **1 8 6 6 9 3 9 6 6 6 2**.

Answering calls

To answer a call, pick up the phone when it rings as you normally would.

Returning the last incoming call

To return the last incoming call that came into your extension, dial *** 6 9**.

911 emergency calling

To reach first responders in case of emergency, dial: **9 1 1**. Note: If you are using the Ooma Mobile application, 911 calls will be routed to your cellular service if it is available.

Calling with Multiple Lines

Answering call-waiting

When you are on the phone and another incoming call comes in, you will hear the standard call-waiting beep. Answer the new call by pressing the **Flash** key on your phone.

Switching between lines

To switch between two calls, press the **Flash** key on your phone. The current active call will be put on hold, and the current call on hold will become active. You can repeat this process as often as you would like.

Note: If you receive a call when you already have two calls on the line, the call will be immediately directed straight to voicemail.

Making a 3-way call

You can make a 3-way call between two separate parties without using a conference server. With one call active, press the **Flash** key to put the first call on hold. Dial the second number. Once they answer, dial *** 3** to create a 3-way call.

Placing calls on hold

To place your current call on hold, press *** 0**. If your company has set up Music on Hold, then the custom audio will be played to the caller while they wait.

To to unhold a call, press *** 0** again. Press the Flash key to make another call.

Transferring Calls

Transferring calls to another extension (blind)

To directly transfer an active call to another extension on your system, dial ***1** followed by the extension number you want to transfer to.

For example, to transfer a call to extension 102, dial: ***1102**. Then you may hang up.

Transferring calls to another extension (attended)

To ask another extension if they can accept a transferred call, follow these directions:

1. Put the call on hold and dial the extension number you wish to speak with. For example, to reach extension 102 you will press the **Flash** key then dial **102**.
2. Once the other extension answers, confirm they can accept the transfer. If they accept, dial: ***2**. The original call will be transferred to the extension you dialed and you can hang up. If they don't accept, you can press the **Flash** key to return to the caller.

Transferring calls to voicemail

To transfer an active call to voicemail, dial ***8** followed by the extension number you want to transfer to. You can do this for your extension, or for the extension of another user.

For example, to transfer a call to the voicemail of extension 102, dial: ***8102**.

Advanced Calling Features

Blocking caller-ID

Press ***67** before you dial the outgoing number to suppress your caller-ID. Your caller ID will only be blocked for that single call.

Disabling call-waiting

To prevent the call-waiting beep on a single call, dial ***70** before making an outbound call.

Call forwarding

To set up call forwarding on an extension, dial ***72** and follow the directions. You will be asked to enter the phone number that will receive forwarded calls.

Toggling Do Not Disturb

Dial ***78** on your desk phone to enable Do Not Disturb. Dial ***79** to disable Do Not Disturb.

Making international calls

To make an international call to other countries, dial **011** followed by the country code and phone number.

For example, to reach a number in Mexico (country code 52) you would dial **01152**, followed by the phone number. Remove the leading **0** from the city code if applicable.

Voicemail

Setting up voicemail

Your Ooma Office extension has its own voicemail box that can be set up with a personalized greeting and accessed from almost anywhere.

To set up your voicemail the first time, dial your extension number from one of your devices and follow the voice prompts.

Checking voicemail

There are many ways to check voicemail:

- **From your own extension:** Dial your own extension number.
- **From a different extension or remote phone:** Dial your extension number. When the call rolls to voicemail, press during the greeting and then enter your voicemail PIN.
- **Email:** By default, your voicemail messages will automatically be forwarded to your email address on file. You can listen to the attached MP3 file from your computer or cell phone.

To set up this feature or to update the email address that voicemails are forwarded to, visit:

<http://office.ooma.com/user/profile>

- **Web browser:** Listen to your voicemail online by logging into the Ooma Office User Portal. Go to: <http://office.ooma.com/user/voicemail>
- **Mobile app:** Listen to and manage your voicemail messages by logging into the Ooma Office mobile app and selecting the Voicemail option from the menu.

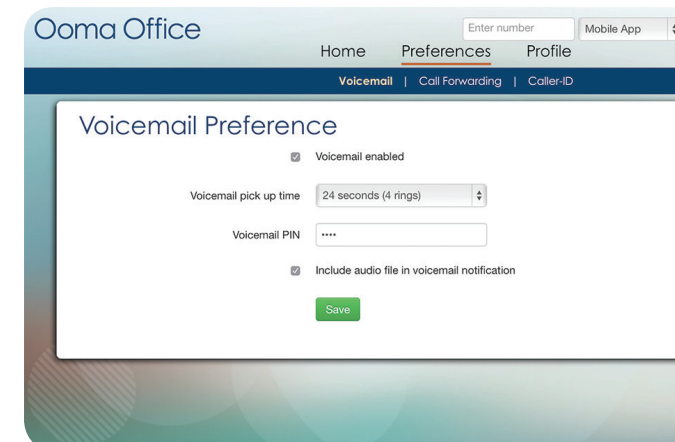
Changing voicemail settings

Once your voicemail is set up, you can dial your extension from your phone and select Option 5 to change your settings. You can then select the following options:

- **Option 1:** Update your voicemail greeting.
- **Option 2:** Change your name.
- **Option 3:** Update your PIN.

You can also toggle your extension's voicemail on or off and update voicemail settings such as your PIN by visiting:

<http://office.ooma.com/user/preferences/voicemail>



Ooma Office User Portal

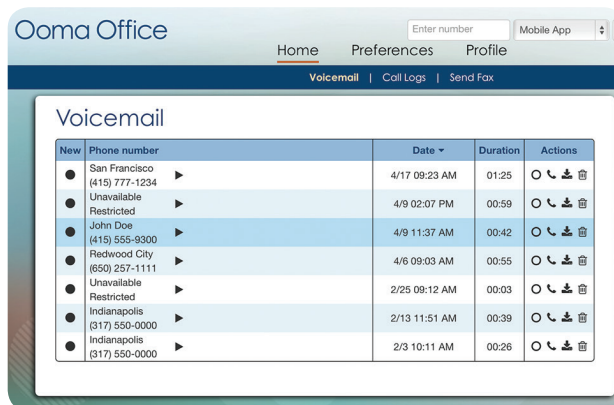
The Ooma Office User Portal lets you listen to voicemail, check your call logs, and manage your extension settings in one convenient location. To log into the Ooma Office User Portal, navigate to the following URL:

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

Log in with your Ooma Office telephone number, extension number, and the password that was sent by your system administrator. If you do not know your password, you can ask your administrator to reset it for you.

Once you are logged in, you can do the following:

- **Voicemail:** Listen to and manage your voicemail messages right from your computer.
- **Call logs:** View recent incoming, outgoing, and missed calls on your extension.
- **Send fax:** Send a PDF or a TIFF file from your computer as a fax. This requires a Virtual Fax extension to be configured on your Ooma Office account.
- **Preferences:** Update your preferences for voicemail, call forwarding, and caller-ID.



New	Phone number	Date	Duration	Actions
●	San Francisco (415) 777-1234	4/17 09:23 AM	01:25	📞 📧 🗑️
●	Unavailable Restricted	4/9 02:07 PM	00:59	📞 📧 🗑️
●	John Doe (415) 555-9300	4/9 11:37 AM	00:42	📞 📧 🗑️
●	Redwood City (650) 257-1111	4/6 09:03 AM	00:55	📞 📧 🗑️
●	Unavailable Restricted	2/25 09:12 AM	00:03	📞 📧 🗑️
●	Indianapolis (317) 550-0000	2/13 11:51 AM	00:39	📞 📧 🗑️
●	Indianapolis (317) 550-0000	2/3 10:11 AM	00:26	📞 📧 🗑️

- **Profile:** Change your email address and password.
- **Click to call:** Enter a phone number and select the device that you will use from the dropdown list. Click the call button. Your device will ring, and the call will connect when you pick it up.

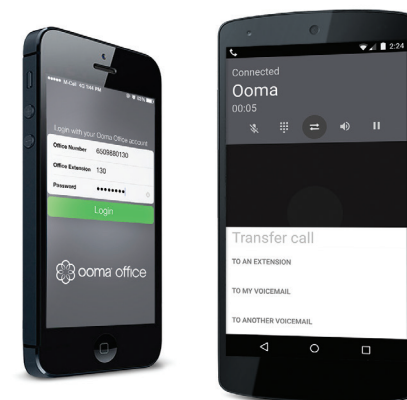
Mobile Application

If you have access to an iOS or Android device, you can use the Ooma Office mobile app to make and receive calls over your Wi-Fi or cellular data connection.

Start by downloading and installing the Ooma Office Mobile app from the iOS App Store or Google Play. Log in with your Ooma Office phone number, extension number, and the password that was emailed to you by your system administrator. This is the same information you use to log into the Ooma Office user portal.

Once you have successfully logged in, you can make and receive phone calls using your Office extension number. You can also listen to voicemail, check your call logs, and manage your extension preferences.

Note: Your system administrator must enable the mobile app on your extension before you can use it.



Safety Information

When using telephone equipment, including the Ooma Office Base Station and Ooma Linx devices, basic safety precautions should always be followed to reduce the risk of fire, electric shock, damage to equipment, loss of property, severe injury to persons, or even loss of life. These precautions include:

- Do not use the equipment and all related accessories near or under water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, near a swimming pool, or in the rain. Do not plunge any parts in water or any other liquid.
- Avoid using the equipment during an electrical storm. There may be a remote risk of electric shock from lightning.
- Use only the power adapter indicated in this manual. If necessary order a new replacement power adapter from Ooma or authorized retailers using the original part number.
- Do not insert the power adapter into an extension cord, receptacle, or outlet unless the prongs can be fully inserted. Failure to do so may cause electric shock or excessive heat resulting in a fire.
- Do not overload power outlets and extensions cords. Otherwise, it can result in fire or serious electrical shock.
- To prevent overheating, situate the equipment away from heat sources such as radiators, heat registers, stoves, or other fixtures, appliances, and products that produce heat.
- Use caution when unplugging the equipment from power outlets if it emits smoke, an abnormal smell, or makes unusual noise. These conditions may cause fire or electrical shock.
- Do not remove the cover or disassemble any component of the equipment. The equipment contains no user-serviceable parts.
- Unplug the equipment from the power outlet before cleaning.
- Do not use liquid or if aerosol cleaners, use a damp cloth or a microfiber cloth for cleaning.
- The equipment should never be placed near or over a radiator or a heat register, or in any area without proper ventilation.
- Do not allow anything to rest on the equipment, its power cord, or the power adapter.
- Do not install the equipment where its power cord may be walked or stumbled on.
- Unplug the equipment from the power outlet if the power adapter cord or power adapter prongs are damaged or frayed, if liquid has been spilled onto the equipment, if the equipment has been exposed to rain, water, or any other liquid, or if the internal components of the equipment or its power adapter are exposed.
- Do not use a telephone to report a gas leak in the vicinity of the leak.
- The power supply adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the power adapter in place if it is plugged upside down. For example, do not use facing down power outlets on a ceiling, under a table, or in a cabinet.
- The equipment and accessories must be operated only for its intended use and not for any other purposes.

The FCC Wants You to Know

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. Privacy of communication may not be ensured when using this device.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against producing harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna,
- Increase the separation between the equipment and receiver,

The FCC Wants You to Know

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- Reorient or relocate the receiving antenna,
- Increase the separation between the equipment and receiver,

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected,
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance, or operation of this product in any way other than as detailed to by the User Manual could void the user's authority to operate this equipment.

To insure the safety of many users, the FCC has established criteria for the amount of radio frequency energy various products may produce depending on their intended use. This product has been tested and found to comply with the FCC's exposure criteria.

DO NOT DISASSEMBLE THIS EQUIPMENT. It does not contain any user serviceable components. Changes or modifications to this product not expressly approved by Ooma, or operation of this product in any way other than as detailed by the owner's manual, could void your authority to operate this product.

Should you experience trouble with this equipment, please contact Ooma customer service at 1-866-939-6662. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

NOTICE: According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrestor is recommended.

To ensure the safety of users, the FCC has established criteria for the amount of radio frequency energy that the product may produce for its intended usage. This product has been tested and found to comply with the FCC exposure requirements. The Ooma Office Base Station is to be installed and operated 8 inches (20 cm) or more from the user's body other than the hands. Use of other accessories may not ensure compliance with FCC radio frequency exposure requirements and should be avoided.

Limited Warranty

What this Warranty Covers. Ooma agrees to provide a limited warranty to the holder of a valid proof of purchase (“Consumer” or “you”) that the Ooma Office Base Station and Ooma Linx devices contained in this package (“Products”) are free from material defects in material and workmanship, subject to the exclusions noted below. This limited warranty extends only to the Consumer for Products purchased and used in the United States or Canada.

What Ooma Will Do. During the warranty period, Ooma or its authorized service representative will repair or replace, at its option, without charge, a Product which is found to be materially defective in materials or workmanship and returned to Ooma. Ooma, at its option, may use new or refurbished replacement parts to repair the Product, or may replace the Product with a new or refurbished product having the same or similar function.

How Long this Warranty Lasts. This limited warranty shall expire one (1) year from the date of the Product purchase. Replacement or refurbished parts and products are warranted for the original Product warranty period. This warranty terminates if you sell or transfer your Product.

What this Warranty Excludes. This limited warranty does not cover: (a) the cost of shipping and handling

for returned and replacement products, or damage or loss during shipment for warranty service; or (b) any software (which is governed exclusively by the licensing terms of such software); or (c) any Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling that is contrary to operation instructions, neglect, acts of god, inundation, fire, water or other liquid intrusion, or force major; or (d) any Product that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of Ooma; or (e) any Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or (f) any Product whose identifying information has been removed, altered or rendered illegible; or (g) any Product purchased, used, serviced, or shipped for repair from outside Canada, or that is returned without a valid proof of purchase; or (h) any indirect or consequential harm caused as a result of any defect or failure of the Product to properly operate, including without limitation lost data or inability to communicate.

How to Get Warranty Service. To obtain warranty service, call Customer Support toll-free at 1-866-939-6662 for detailed information, including instructions on how and where to return your Product

and on any applicable costs associated with a repair, replacement or exchange. You may be required to provide proof of purchase before obtaining warranty service, and it is your sole responsibility to maintain such proof (e.g., a sales receipt). Returned products that are determined not to be materially defective will be subject to a handling fee. If you disagree with any of our decisions with respect to warranty service, you have the right to contest that decision as permitted under applicable laws and regulations.

How State Law Applies. This limited warranty gives you specific legal rights. You may also have other rights which vary from state to state.

Limitation on Liability. THIS WARRANTY IS THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT FOR THE PRODUCT BETWEEN YOU AND OOMA. NO ONE IS AUTHORIZED TO MAKE MODIFICATIONS TO THIS LIMITED WARRANTY AND YOU SHOULD NOT RELY ON ANY SUCH MODIFICATION. OOMA RESERVES THE RIGHT TO CHANGE ITS LIMITED WARRANTY WITHOUT PRIOR NOTICE FOR FUTURE SALES. OOMA DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO ITS PRODUCTS, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, COURSE OF DEALING, TRADE USAGE OR PRACTICE OR THE WARRANTIES OF

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