



ooma

User Guide



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*Getting Started*

With your ooma™ system, you can use your phones to call anyone in the U.S. – with no monthly fees! It can also provide the Instant Second Line™ feature, allowing you to make or receive two calls at the same time without the hassle or expense of installing a second physical phone line. Additionally, the ooma system's Broadband Answering Machine™ feature combines the convenience of an answering machine with the power of voicemail.

If you followed the steps in the Quick Start Guide, your ooma system should now be installed and the ooma Tab should be blue, indicating that your system is online. Listen for the signature ooma dialtone. This tells you that your ooma service is working.

## Using the ooma System with a Landline


By using the ooma system with a landline, you increase the reliability of your phone service and retain traditional 911 services. This allows you to make and receive phone calls, including 911 calls, even if your Internet service is down or your power is out (regular phone company calling charges apply and a line-powered corded phone is required). Look for the  icon throughout this guide for important information about using your ooma system with a landline.

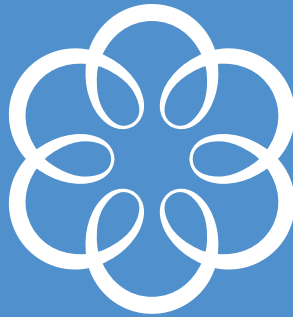
If you plan to use the ooma system without a landline backup, you will not be able to make or receive phone calls, including 911 calls, if your Internet service is down or your power is out.

### Landline Provisioning

If you have subscribed to premium ooma services like the Instant Second Line, your landline phone service needs to be provisioned so that these features can fully function. “Provisioning” your phone line means that your local phone service will be modified to work with the ooma system. Calling features such as call-waiting, three-way calling and voicemail will be cancelled (since your ooma service includes these features) and Call Forward on Busy (CFB) will be added.

Provisioning of the landline begins after you have subscribed to ooma Premier. ooma will contact you to obtain your authorization and landline account information and then work with your phone company to complete the provisioning process. A change fee and recurring monthly charge for the CFB feature may apply (fees vary based on locale). ooma will normally complete provisioning requests within two business days.

 If you currently subscribe to a voicemail service, the provisioning process will cancel it and any messages will be lost. Check and empty your voicemail account prior to authorizing ooma to begin the provisioning process.





Basic Calling

The basic steps of placing and receiving phone calls with the ooma system are the same as with your regular telephone line. You still use your phones like you always have, and now have advanced ooma calling features at your fingertips.


## Verify ooma Service is Working


When your ooma service is working, the ooma Tab will light up blue, and if you pick up your phone, you will hear the signature ooma dialtone. Both of these indicators tell you that your ooma service is enabled.

## Placing Calls

To place a call, pick up any phone connected to an ooma Hub or ooma Scout device. An available line will automatically be selected for you and the Line  or Line  button will light up solid red. Through your handset, you will hear the signature ooma dialtone. This lets you know your ooma service is working and that you have unlimited calling within the US. You can now make the call by dialing the destination number. As the call is placed through the ooma network, you will hear a short ooma tone after the call connects. This tells you there was no charge for the call.

You can also make international calls at low rates with your ooma system on a pre-paid basis. Just visit the online ooma Lounge to make your initial payment. Once your account is funded, you can directly dial your favorite international destination and save money with our low rates. Please visit the ooma Lounge to browse our international calling rates.


 If you see your ooma Tab is blinking red, or if you do not hear the ooma dialtone, your ooma service is not available. You will not be able to make or receive calls until the problem is resolved (i.e. the Internet or power outage is over).

 If you are using your ooma system with a landline and your ooma service is not available you will hear the regular dialtone when you use your phone. All calls, domestic or international, are subject to charges from your local phone company.



## Answering Calls

To answer an incoming call, simply pick up any ringing phone in the house and you will be connected to the caller. When a line is ringing, you will see the line button blink rapidly.


 To receive caller-ID on incoming calls to your landline phone number, the landline phone service plugged into the ooma system must have the caller-ID feature enabled.


## Ending Calls


To end a call, simply hang up the phone. If you are the only one talking on that line, the call will be disconnected and the line button will stop being illuminated.


## Emergency 911 Calls

If you pick up any phone connected to an ooma device and dial 911, the call will override other calls currently active on the ooma system and your 911 call will be immediately routed to a 911 service center.

 In most locations throughout the US, Enhanced 911 (E911) is now available. If you dial 911, the service address location you registered with ooma will automatically be transmitted to the dispatchers handling the call. For your safety, always be sure to keep your ooma service address up to date. To update your service address, please visit the ooma Lounge or call ooma customer service.

 If you are using your ooma system with a landline and you place a 911 call, the call will be placed over your landline phone service to ensure that your location is quickly identified. 911 calls will continue to work even if your Internet connection is down or there is a power outage in your house. Note: Placing a 911 call during a power outage requires a line-powered corded phone.


 Under rare circumstances, the ooma system with a landline may not be able to disconnect an active call

 immediately to place the 911 call. In this case, you will hear a fast busy tone. Hang-up the phone, wait 15 seconds, and then dial again.

## Service Disruptions


### Internet Interruptions

ooma service depends on your Internet connection. If the Internet connection stops working, the ooma Tab blinks red, indicating that your ooma service is temporarily unavailable. During an Internet outage, you will not hear any dialtone. When using the ooma system without a landline, you will not be able to dial 911 unless your power and Internet connection are both working.

 If you are using your ooma system with a landline and you experience an Internet outage, you will hear the regular landline dialtone, not the ooma dialtone. You can still make and receive calls, including 911 calls, over your landline. However, all outgoing calls will be placed over your local landline and regular landline calling charges will apply.

### Power Outages

If a power outage occurs, all ooma services are unavailable. The ooma Tab will go dark and you will not hear the ooma dialtone. When using the ooma system without a landline, you will not be able to dial 911 unless your power and Internet connection are both working.

 If you are using your ooma system with a landline and you experience a power outage, you will hear the regular dialtone when you use your phone. You can still make and receive calls, including 911 calls, over your phone line if you have a line-powered corded phone. However, all outgoing calls will be placed through your local phone service, and regular phone company calling charges will apply.

## Other Calling Features

The ooma system supports traditional calling features that you may already be familiar with on your existing landline phone service.

### Blocking Caller-ID

To block caller-ID when placing an outgoing call, dial **\*67** on the telephone before dialing the destination phone number. To permanently block caller-ID on all outgoing calls, visit the ooma Lounge online to change your preferences.

### Sending Caller-ID

If your ooma system is configured to permanently block caller-ID on all outgoing calls, you can enable sending of caller-ID on a per-call basis by dialing **\*82** on the telephone before dialing the destination phone number. To disable permanent blocking of caller-ID on all outgoing calls, visit the ooma Lounge online to change your preferences.

### Disable Call-Waiting Tone

The ooma system supports the Instant Second Line feature, which allows a second, incoming call to ring on every phone in the home when your first line is in use. To disable the call-waiting tone from playing when a second call comes in, dial **\*70** on the telephone handset prior to making your outgoing call. All the phones associated with different ooma devices will continue to ring when you receive a second incoming call, but your call-in-progress will not be disturbed.

### Call Return

The ooma system allows you to return the last incoming call. Simply pick up your phone and dial **\*69**. If the caller-ID for the last incoming call is not available or is blocked, the call cannot be returned.

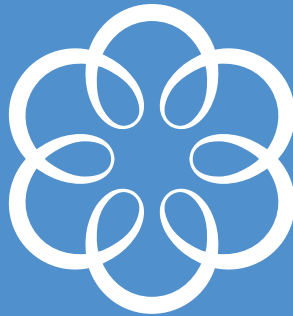


When using the ooma system with a landline, call return will only work if you have subscribed to caller-ID on your landline telephone service.

### Directory Assistance

Directory assistance calls are available by calling **411**. A per-use rate applies. Please visit the ooma Lounge online for associated costs.










*The Instant Second Line*

The Instant Second Line™ feature adds another phone line to every phone in your home without the hassle or cost of physically installing a new one through the phone company. Not only that, the Instant Second Line uses the same phone number you already have and makes it easy to create 3-way conference calls! To fully utilize your Instant Second Line, you will need to purchase and install at least one ooma Scout device.

## Placing Calls on the Second Line

To place a call when someone else is already on the phone, simply pick up a phone that is connected to a different ooma device than the one already in use. Your ooma device will select an available line and will light up Line  or Line  solid red. You will immediately hear the ooma dialtone and be able to make your call.

## Answering Calls on the Second Line

If another call comes in while you're on Line , Line  will start to blink rapidly. You will hear the call waiting tone while other phones in the household ring, giving other members of your household a chance to pick up without interrupting your call. If you wish to pick up the call yourself, press the rapidly blinking Line  to put the current call on hold and answer the new call.

Another way to perform the same function is to use the **Flash** button on your phone. If you have used call-waiting before, this is the same way you answer the call-waiting tone. It is especially convenient when you are not near the ooma device, such as when you are using a cordless phone. If your phone does not have a flash button, you may quickly press and release the phone's hook switch instead.

## Switching Lines

To switch between two lines, simply press the button of the line you wish to be connected to, or use the Flash button on your phone. This will place your current call on hold, and switch you to the other line. You never need to worry about accidentally hanging up on a caller when switching lines. If there is no call on the other line, you will hear the ooma dialtone, which means you can place another call.

## Joining a Call (Party Line)

The Instant Second Line feature enables you to place another call when the first line is in use. To join a call-in-progress on a different phone, simply press the active line button on an ooma device. You may also use the Flash button on your handset to switch to the call-in-progress.

**TIP** A slowly blinking line button means that the line is in use by another ooma device.

## Placing Calls on Hold

With the Instant Second Line, you can place a call on hold.

### Placing a Call on Hold

When you are talking on either Line **1** or Line **2**, the line button will display a solid red light. To place your line on hold, simply press the line button with the solid light. Now the line button will blink slowly. If you hang up your phone, the other call will remain on hold.

Note: You cannot place two calls on hold at the same time.

### Retrieving a Call on Hold

If either Line **1** or **2** has a call on hold, the line button will blink slowly. To retrieve that call, pick up the phone and press the line button that you want to connect to.

## Conferencing

With the ooma system you can create a three-way conference call.

### Creating a Three-Way Conference Call

With active calls on both lines, simply press both line buttons **1** **2** simultaneously. Both buttons will light up red. Now all three parties can talk to each other. If either conferenced line hangs up, that line button light turns off to indicate that the line is free. Both lines are disconnected when you hang up.

**TIP** If you don't already have a second call-in-progress (a third person to conference with), press the other line button. This will place your current call on hold and switch you to the other line to place a second call.

### Ending a Three-Way Conference Call

To break a three-way conference call back into two separate calls, press either line button. The conference call will end and you will be connected to the line you pressed. The other line will be placed on hold.

## Using the Instant Second Line with Cordless Phones

If your ooma Hub or ooma Scout device is attached to a cordless phone, you may not be near the ooma interface to use the line buttons. Still, you can easily access most of the functions of the Instant Second Line feature directly from your cordless phone.

### Switching Lines

To switch between two lines, press the Flash button on your handset. The current line will be automatically put on hold and you'll switch to the other line. You do not need to worry about accidentally hanging up on a caller when switching lines. If there is no call on the other line, you will hear the ooma dialtone, indicating that you can place another call.

### Answering Calls on the Second Line

To answer a second incoming call while you are on the phone, simply press the Flash button. You will automatically be switched to the incoming call, and your previous call will be placed on hold. To switch back to the original call, press Flash again.

### Joining a Call in Progress

To join a call in progress, press the Flash button when you hear the ooma dialtone. This will switch your phone to the call in progress.

### Multi-Handset Cordless Phone Systems

There are important limitations to note when using a multi-handset cordless phone system with the ooma system. These phone systems typically have two or more handsets associated with a single cordless base station.

Only the cordless base station needs to be connected to the ooma Hub or ooma Scout. All handsets associated with the cordless base station act together like one phone. This means that when one handset is in use, another handset associated with the same cordless base station cannot access the Instant Second Line feature to make an outgoing call. Similarly, the other handsets will not ring when an incoming call comes in on the Instant Second Line.

**TIP** If you have other phones connected to a different ooma Hub or ooma Scout, they can be used to access the Instant Second Line feature.






# *The Broadband Answering Machine*

The ooma system provides an easy-to-use digital answering feature called the Broadband Answering Machine™. The Broadband Answering Machine combines all the functions of a traditional answering machine—including real-time message screening and call-intercept—with the advanced functions of digital voicemail.

In the online ooma Lounge, you can configure the Broadband Answering Machine feature to activate after a certain amount of time. Unless you have set your system to *Do Not Disturb* or have disabled message screening in the ooma Lounge, each message is screened (played aloud) over the ooma Hub and ooma Scout speakers as it is recorded. While the caller is recording a message, you can pick up the phone at any time to talk to the caller.

## Initial Setup



Pick up a home phone then press the Play Button  on the associated ooma Hub or ooma Scout device. Follow the instructional voice prompts to set up your Broadband Answering Machine. The system will walk you through setting up your PIN, recording your name, and recording your greeting. The whole process takes approximately two minutes to complete.

## Retrieving Messages from an ooma Hub or ooma Scout

### New Message Indicator


When you have new messages, the Play Button  on your ooma Hub and ooma Scouts will blink red.

### Playing a Message


To hear messages hands-free, press the Play Button  and your messages will play through the built-in speaker. If you have new messages, only the new messages will play. To listen to saved messages, press the  again after all your new messages have played.

**TIP** Want privacy? You can pick up the attached phone at anytime to listen to messages on the handset.


### Saving a Message

While a message is playing or just after it finishes, press the Send-to-Voicemail Button  to save it for future listening. The message will be marked as heard and the next message will play.

### Deleting a Message

While a message is playing or just after it finishes, press the Delete Button  to delete it. The next message will automatically begin to play. If you mistakenly delete a message you wish to keep, you can use the ooma Lounge to recover the message from the trash and move it back into your inbox. Messages in the trash for more than two weeks will be permanently removed.

### Repeating a Message



During message playback, press the Rewind Button  to return to the beginning of a message. If you are already at the beginning of a message, Rewind skips back to the previous message.

While a message plays, press and hold  to rewind backwards through the message. .


### Playing the Next Message – Skipping Messages

During message playback, press the Fast-Forward Button  to skip to the next message.

While a message plays, press and hold  to fast-forward through the message.

**TIP** If you start to play a message that is not for you, press  to skip to the next message. The message will still be marked as new, and the Play Button  will continue to blink after you have finished listening to your other messages.

### Listening to Saved Messages

After you have listened to all new messages, you can review saved messages. Press the Play Button  to listen to your saved messages. You can also listen to messages online from the ooma Lounge or from an outside phone.

## Advanced Features

### Retrieving Messages From a Cordless Handset

To retrieve your messages from a cordless handset, dial your home phone number (or press the play button on the associated ooma Hub or ooma Scout device). Follow the instructional voice prompts to retrieve and manage your messages.

### Changing Voicemail Settings

Pick up a home phone and dial your home phone number (or press the play button on the associated ooma Hub or ooma Scout). From the main menu, select option 2: “Change Your Settings.” From here, you will be prompted to:


- Change your PIN
- Change your personal greeting
- Change the type of greeting played to callers

### Checking Messages Remotely

When you are away from home and want to check your messages remotely, simply call your home phone number from any phone. When you hear your outgoing greeting play, press the \* key on the phone and the system will ask for your PIN, and will then guide you through message retrieval.


You can also hear your voicemail online using the ooma Lounge.

### Sending an Incoming Call to Voicemail




If you don't want to answer a ringing call, press the Send-to-Voicemail Button  to send the call immediately to Voicemail. In this mode, the recorded message will not be played over the speaker.

This also works for messages that are being screened. Just press  to continue recording silently.

### Sending a Call in Progress to Voicemail

If you answer a call, and the caller would like to leave a message for someone else in your home, you can transfer the call to Voicemail by pressing the Send-to-Voicemail Button . This saves the caller the inconvenience of having to call back and leave a message.

### Sending all Calls to Voicemail – Do Not Disturb

If you don't want to be disturbed for a while, enable *Do Not Disturb* mode by pressing and holding the Send-to-Voicemail Button  for two seconds. This will send all your incoming calls directly to Voicemail. The  Button lights up on all ooma devices in your home. You will not hear the phone ring when incoming calls arrive. Press and hold  again to deactivate *Do Not Disturb* mode.



*The ooma Lounge*

You can listen to all of your voicemail online by logging into the ooma Lounge:

<http://www.ooma.com/lounge>

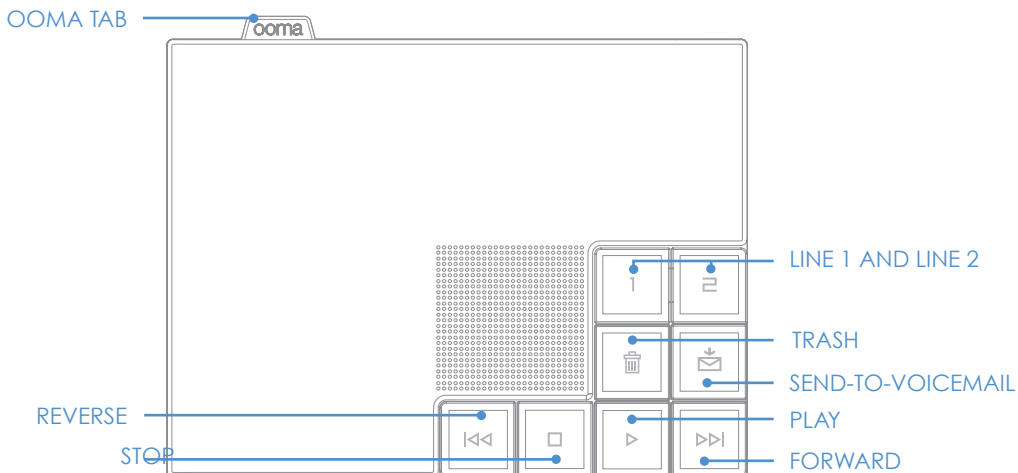
Here, you can login and enter the ooma Lounge, a secure, easy, and friendly Web portal where you can manage your messages, explore and add new ooma services, and get help from ooma Customer Care.

In the ooma Lounge you can:

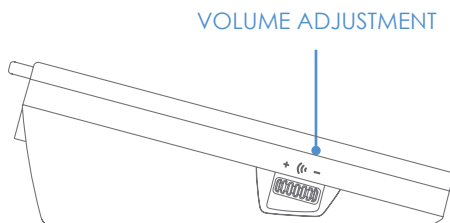
- Listen to and manage your messages (listen, save, organize, or delete)
- Add funds to your pre-paid account for international calling
- Change the number of seconds before the Broadband Answering Machine answers calls
- Change caller-ID blocking preferences
- Add numbers and private voicemail to designated ooma devices
- Activate and learn about new ooma features or services as they become available
- Check your ooma bill or print a receipt
- Update your ooma service address for E911 calls
- View tutorials and browse Frequently Asked Questions (FAQs)
- Contact or chat with a member of our Customer Support team



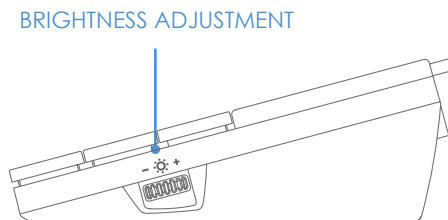
# Quick Reference Guide



**ooma Hub device**

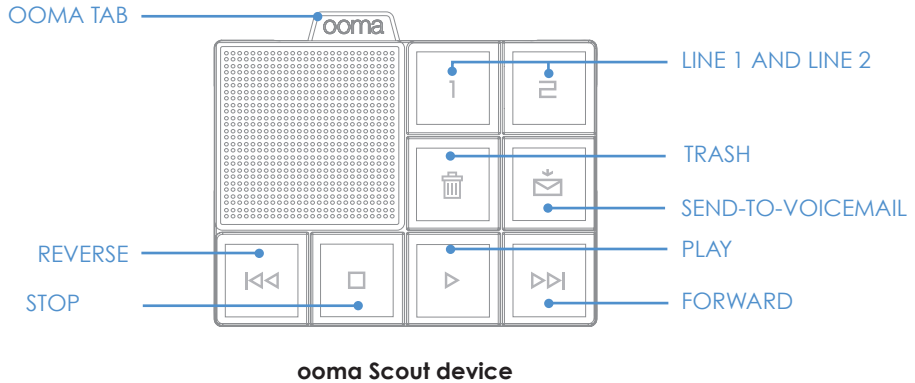


**left side view**

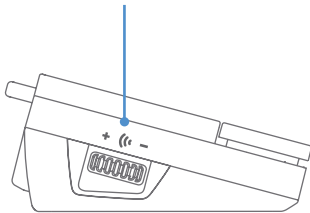


**right side view**

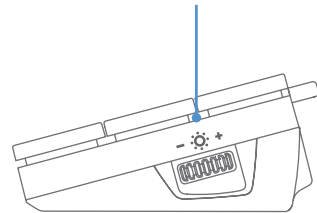




VOLUME ADJUSTMENT



BRIGHTNESS ADJUSTMENT



1

**Line 1 & Line 2 Buttons**

A solid light shows the line your call is on.

Pick up a phone and press the blinking line button to join a call in progress.

Press both buttons at the same time to create a three-way conference call.

**Play Button**

Blinks when there are new messages.  
Press to hear new messages.

**Forward Button**

Press to skip to the next message.

**Reverse Button**

Press to replay current message.  
Press twice to skip back to the previous message.

**Stop Button**

Press to stop playing messages.

**Solid Blue ooma Tab**

ooma service is working. All services are operational, including unlimited calling within the US.

**Blinking Red ooma Tab**

ooma service is not working. All ooma services are unavailable. When ooma service is unavailable, you will not hear a dialtone and will be unable to use your phone.

If you are using the ooma system with a landline, you will hear the regular dialtone, not the ooma dial tone. Your Internet or phone connection may be down.

Outgoing calls are subject to regular phone company calling charges.

**Clear ooma Tab**

ooma device is not powered or brightness knob is turned down (check the brightness control).  
If there is no power, you will not hear a dialtone and will be unable to use your phone.

If you are using the ooma system with a landline, you will hear the regular dialtone, not the ooma dialtone. Your Internet or phone connection may be down.

Outgoing calls are subject to regular phone company calling charges.

**Trash Button**

During playback, press to delete current message.

**Send-to-Voicemail**

Press-and-hold for two seconds to turn *Do not Disturb* on or off (a solid light indicates that all calls are sent directly to voicemail).

During playback, press to save current message.

While ringing, call-waiting or talking, press to transfer the call to voicemail.

**Volume Adjustment**

To adjust the speaker volume, rotate the knob on the left side of the unit.

**Brightness Adjustment**

To adjust the brightness of the button lights and indicators, rotate the knob on the right side of the unit.



*Installation*

The following instructions are also found in the Quick Start Guide, but are provided here in more detail. The majority of ooma installations are covered by the following instructions. If you find your situation is not covered, see the **TROUBLESHOOTING** section or visit our support website <http://www.ooma.com/support> online for more information.

## Before You Begin

Before you install your new ooma system, you **must** first activate your ooma Hub on the ooma website at: <http://www.ooma.com/activate>. After you've activated the ooma Hub, take a minute to make sure you have all the materials you'll need, and to decide where you want to install your ooma equipment.

### What You Need In Your Home

To install the ooma system, you will need to have a high-speed (DSL, cable or fiber-optic) Internet connection. Dial-up Internet connections are not fast enough to support the ooma service. The ooma system also does not support satellite or wireless broadband connections.

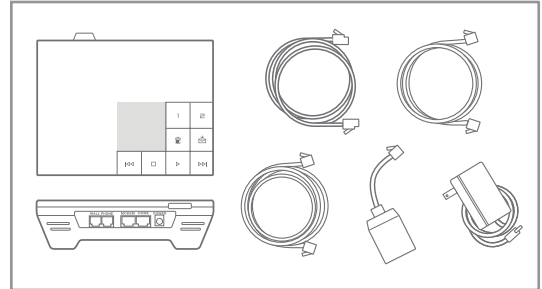
### What You Need from ooma

Every installation will include one ooma Hub™ device, the main ooma unit which supports one phone. To extend your ooma service to other phones in the house, install an ooma Scout™ device on each additional home phone that you want to use with your ooma service. These smaller ooma devices act as satellites, connecting to the ooma Hub through your home phone wiring, and drawing upon its power and functionality.

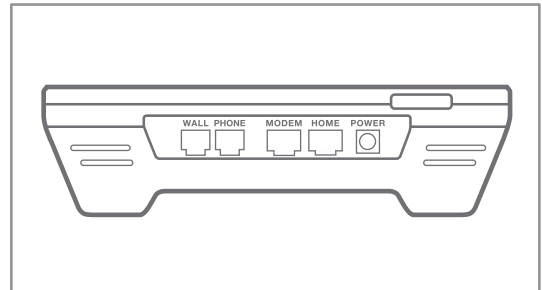
The ooma Hub supports up to four ooma Scout devices. If you have a phone which cannot be connected to an ooma Hub or ooma Scout, it must be disconnected and set aside. Additional ooma Scout devices can be purchased on the ooma website.

**Each ooma Hub package contains:**

- 1 The ooma Hub™ device
- 2 An Ethernet cable
- 3 A short phone cable
- 4 A long phone cable
- 5 An ooma telephone splitter
- 6 An AC adaptor

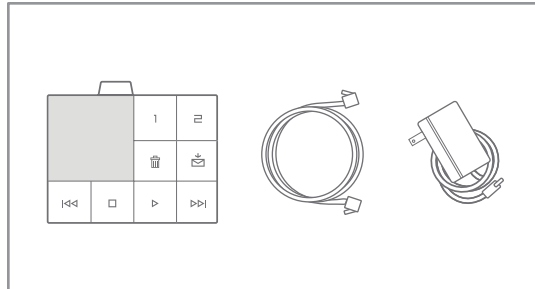
**Ports on the ooma Hub device**

Here is a closer look at the ports you will be using during the installation process.

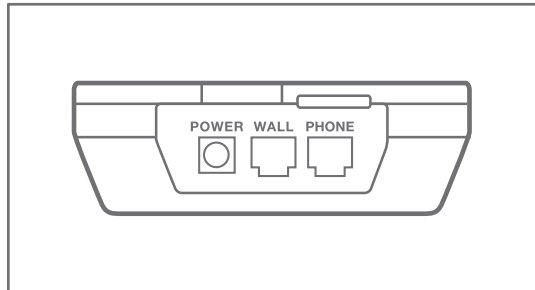


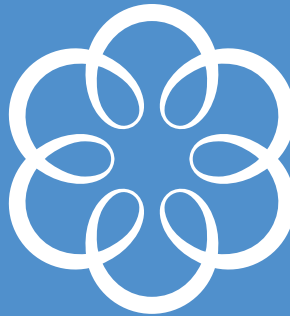
**Each ooma Scout package contains:**

- 1 The ooma Scout™ device
- 2 A short phone cable
- 3 An AC adaptor

**Ports on the ooma Scout device**

Here is a closer look at the ports you will be using during the installation process.





# *Installing the ooma Hub*

The ooma Hub™ device must be installed in a location that has access to:

- The Internet, ideally next to your modem
- A power outlet

If you plan on using the ooma system with a landline, or want to install ooma Scout devices in other locations in the house, the ooma Hub must also have access to a phone jack.

**IMPORTANT:** If your Internet connection is not next to the phone line (which is more likely when you have cable Internet service), you may need a very long phone cable (not included). Another solution is to use a network bridge, such as HomePlug devices, to extend your Internet connection to an available phone jack. See the Troubleshooting section and visit our support website online for more information on using HomePlug or other technologies to extend your Internet connection.

## Getting the Best Voice Quality

The ooma Hub is smart enough to function effectively anywhere in your network. There are certain locations, however, where it works best. If you can connect the ooma Hub in your network between the cable or DSL modem and all the computers in the home, the ooma Hub can intelligently prioritize your phone calls over computer data transfers (like large file uploads) and maintain the best possible voice quality.

## Connecting the ooma Hub to the Network

Start by turning off any computers, modems, switches, and routers.

If you have a single computer directly connected to your modem, or if you have a modem and a separate router for your computers, use the **MODEM AND ROUTER INSTALLATION** instructions.

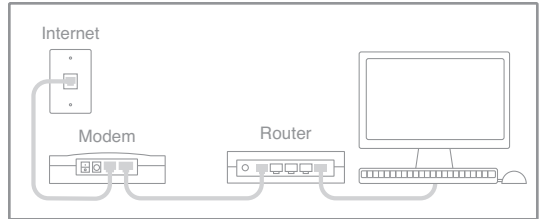
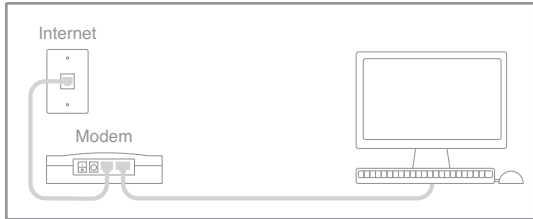
If you have a router with a built-in modem, or have an advanced network configuration and want to install the ooma Hub behind a router, use the **INTEGRATED ROUTER INSTALLATION** instructions.

If you need help in identifying your equipment, see **APPENDIX A: IDENTIFYING YOUR EQUIPMENT** at the end of the user guide.



### Modem and Router Installation

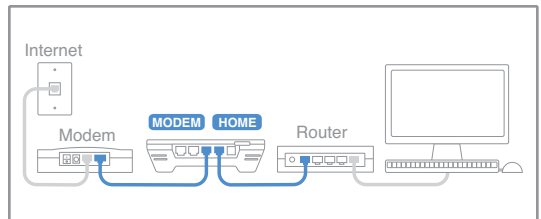
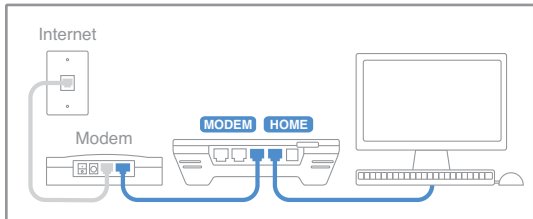
These instructions assume your computer connects directly to your modem or to a router (wired or wireless). Your initial setup looks like one of these:



#### To connect the ooma Hub to your network:

- 1 Unplug the existing Ethernet cable from your modem. This is the cable that connects your modem to your computer or router.
- 2 Plug the existing Ethernet cable into the port labeled **HOME** on the ooma Hub.
- 3 Use the Ethernet cable provided and connect the port labeled **MODEM** on the ooma Hub to the Ethernet port of the modem.

Now your setup should look like this:



► **SKIP TO [CONNECTING THE OOMA HUB TO YOUR PHONE SYSTEM](#)**

### Integrated Router Installation

These instructions assume your modem has a built-in router or that you want to install the ooma Hub behind a router. Your initial setup looks like one of these:

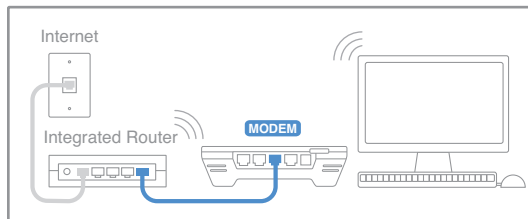
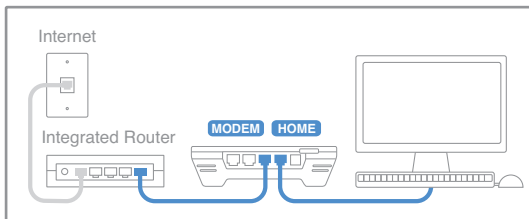


#### To connect the ooma Hub to your network:

- 1 (optional) Unplug an existing Ethernet cable from your router. This is the cable that connects the router to a computer.
- 2 (optional) Plug the existing Ethernet cable into the port labeled **HOME** on the ooma Hub.
- 3 Use the Ethernet cable provided and connect the port labeled **MODEM** on the ooma Hub to an open Ethernet port on the router.

The optional steps may be skipped if your computers connect wirelessly to an integrated router, or if you have an advanced networking configuration and do not want to connect devices behind the ooma Hub.

Now your setup should look like this:



► **SKIP TO [CONNECTING THE OOMA HUB TO YOUR PHONE SYSTEM](#)**

## Connecting the ooma Hub to Your Phone System

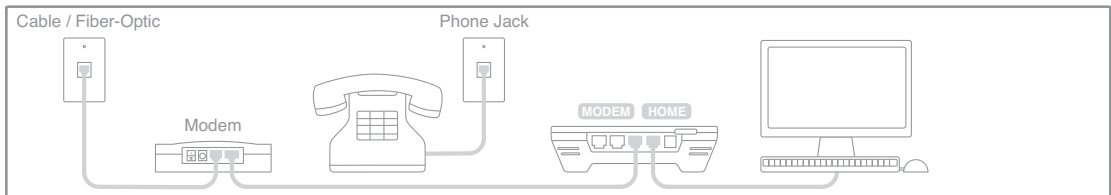
If you plan on using the ooma Hub with an existing landline or you plan on installing one or more ooma Scouts, follow the directions below to connect your ooma Hub to your phone system. Otherwise, you may:

► **SKIP TO FINISHING INSTALLATION OF THE OOMA HUB**

Choose one set of instructions based on how your high-speed Internet is provided in your home.

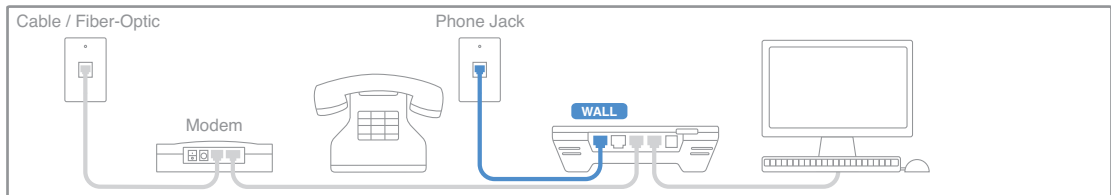
### High-Speed Cable or Fiber-Optic Internet

Your initial setup will look like this:



- 1 Use the long phone cable provided and connect the port labeled **WALL** on the ooma Hub to the phone jack in the wall.

Now your setup should look like this:



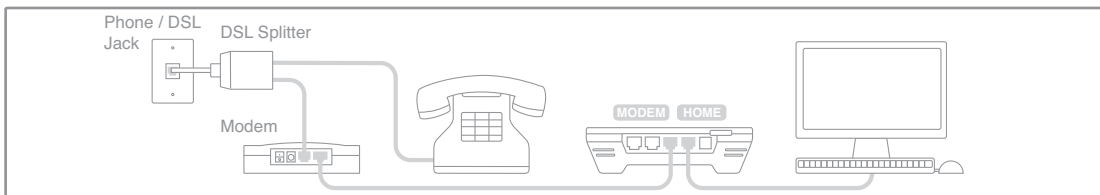
► **SKIP TO FINISHING INSTALLATION OF THE OOMA HUB**

### High-Speed DSL and Phone Service are on the Same Line

Your High-Speed DSL service is delivered on the same phone line as your phone service if:

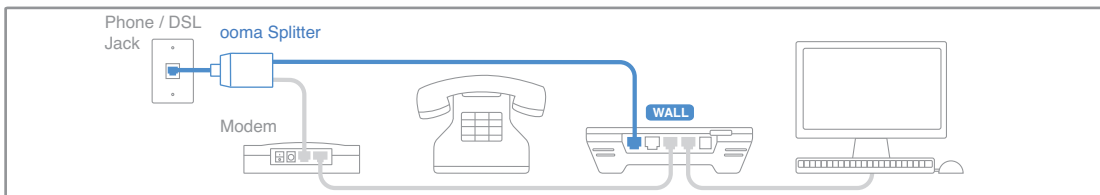
- You have DSL filters connected to each of your phones
- You have your DSL modem connected to a DSL splitter in the wall jack
- You get a dialtone and can place calls over your DSL line if you plug a phone directly into the DSL jack

Your initial setup will look like:



- 1 Plug the ooma splitter directly into the phone jack in the wall. **UNPLUG** any existing DSL filters or splitters from the wall.
- 2 Connect your DSL modem to one port of the ooma splitter using the original DSL phone cable (leaving any existing DSL filters or splitters connected to the DSL modem).
- 3 Use the long phone cable provided and connect the port labeled **WALL** on the ooma Hub to the other port of the ooma splitter.

Now your setup should look like this:



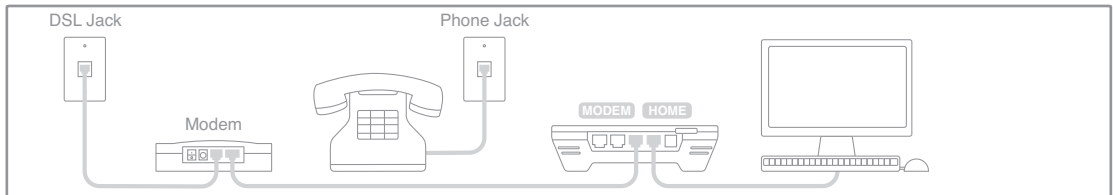
► **SKIP TO FINISHING INSTALLATION OF THE OOMA HUB**

### High-Speed DSL and Phone Service are on Different Lines

Your High-Speed DSL service is delivered on a separate phone jack than your phone service if:

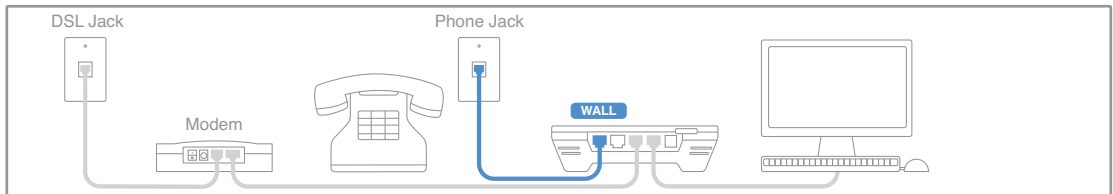
- You have a DSL splitter on the outside of your home
- You do not have DSL filters connected to each of your phones
- You have two phone lines and your DSL service is delivered on the second line (or fax line)
- You get no dialtone or cannot place a call if you plug a phone directly into the DSL jack

Your initial setup will look like this:



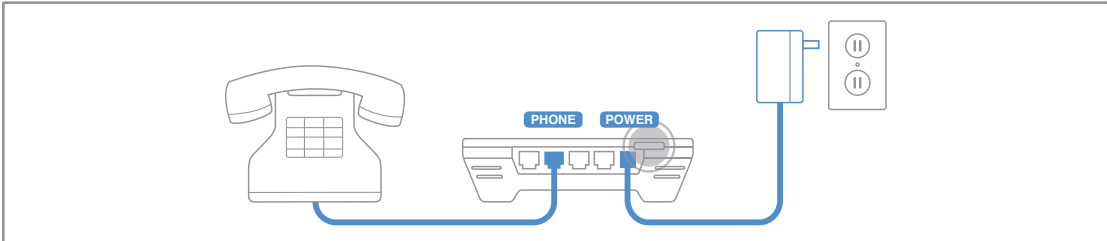
- 1 Leave your DSL modem connected as is.
- 2 Unplug and remove any existing DSL filters or splitters on your phone line (not your DSL line).
- 3 Use the long phone cable provided and connect the port labeled **WALL** on the ooma Hub to the phone jack in the wall (not your DSL jack).

Now your setup should look like this:



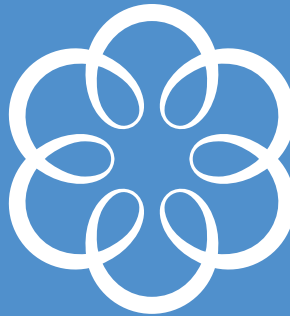
## Finishing Installation of the ooma Hub

The last step in installing the ooma Hub device is to connect a phone and power.



- 1 Use a phone cable to plug your phone into the port labeled **PHONE** on the ooma Hub (a short phone cable has been provided).
- 2 Plug one end of the AC adaptor into the port labeled **POWER** on the ooma Hub and the other end into a power outlet. The clear ooma Tab, at the top left corner of the ooma Hub device, should light up red as it boots up.
- 3 Power on your network devices (modem, switch, router). Wait a few minutes for everything to boot up.
- 4 Turn on your computer and connect to the Internet. Open up a web browser to make sure you are online. This will allow the ooma Hub to complete its configuration.

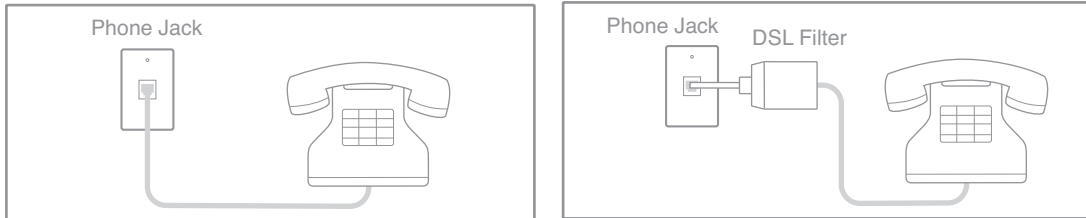
Within a few minutes, the clear ooma Tab should turn blue. Pick up a phone connected to the ooma Hub. You will hear the signature ooma dialtone. This confirms your ooma system has been properly configured.



*Installing the ooma Scout*

Now that you've installed your ooma Hub device, all that's left to do is install your ooma Scout devices. Each additional phone you want to use with the ooma system must be connected to an ooma Scout.

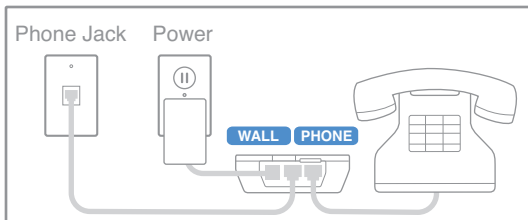
Your initial setup will look like:



Connect a phone to an ooma Scout:

- 1 If you have DSL, trace the phone cable to the wall. Unplug and remove any existing DSL filters or splitters. **Note:** Some DSL filters and splitters are mounted flat on the wall jack.
- 2 Unplug the phone cable from your phone and plug it into the port labeled **WALL** on the ooma Scout.
- 3 Use a phone cable to plug your phone into the port labeled **PHONE** on the ooma Scout (a short phone cable is provided).
- 4 Plug one end of the AC adaptor into the port labeled **POWER** on the ooma Scout and the other end into a power outlet.

Now your setup should look like this:



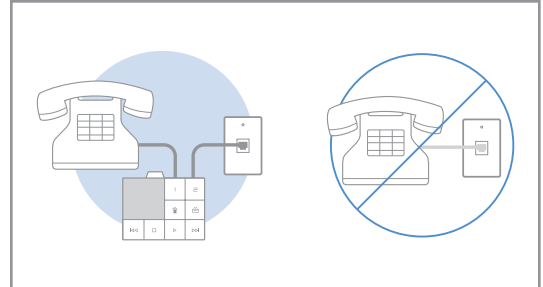
Within 30 seconds, the clear ooma Tab at the top left corner should turn blue. Pick up the phone connected to the ooma Scout and you should hear the signature ooma dialtone.



## Installing the Rest of Your Phones

Locate all the cordless telephone handsets and phones currently connected to your phone system. Make sure each phone or cordless telephone base station is connected to an ooma device.

Any phone that is not connected to an ooma device should be disconnected. Additional ooma Scout devices can be purchased online on the ooma website.



## How Phone Devices Work with the ooma System

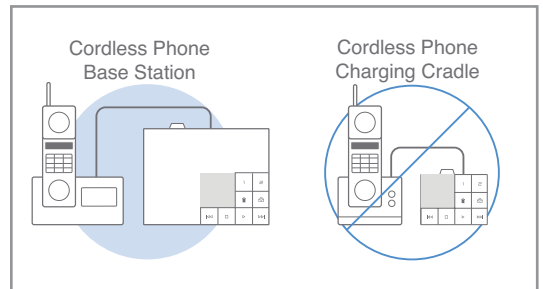
See below for more information about how the ooma system works with common devices that plug into the phone line.

### Cordless Phones

To connect a cordless phone to your ooma system, simply plug the base station into the port labeled **PHONE** on an ooma Hub or ooma Scout.

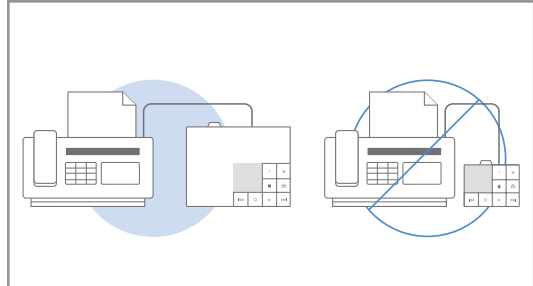
For cordless phone systems with multiple handsets, only the main base station needs to be connected to an ooma Hub or ooma Scout. Charging cradles for cordless phones that do not plug into a phone jack do not need to be connected to an ooma device.

Please refer to the **USING THE INSTANT SECOND LINE WITH CORDLESS PHONES** section for important information about using cordless phones with the Instant Second Line.



### Fax Machines

For best results, fax machines should be connected to the ooma Hub (using the **PHONE** port), not to an ooma Scout. To prevent interference with the operation of the ooma system, please make sure the fax machine is configured to not answer phone calls automatically. When placing fax calls, dial **\*99** prior to dialing the destination fax number.

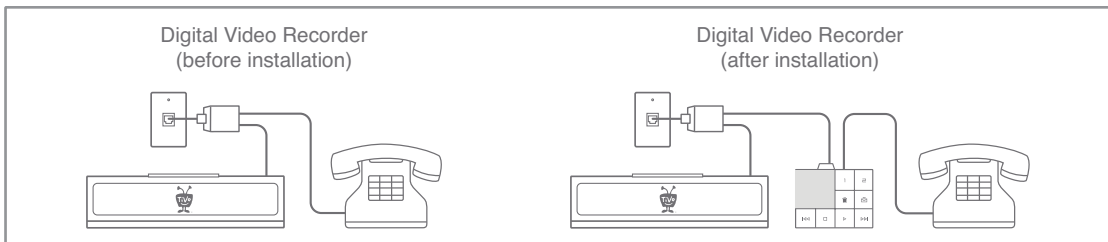


### Other Devices

Devices such as digital video recorders, satellite receivers, and security systems require a landline to function properly. These devices should not be connected through an ooma device. Leave them connected to the landline, as-is.

If the device is configured to turn off call-waiting (typically by dialing **\*70**), that option must be disabled once your landline is provisioned by ooma. See the ooma Support website for step-by-step instructions on how to do this for common devices.

If a phone shares a wall jack with one of these devices, use a standard duplex splitter and connect one jack to the device, and the other jack to the ooma Hub or ooma Scout. Do not use any "pass-through" telephone jacks that the device may have to allow it to connect in-line with a telephone.



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Troubleshooting

If you encountered installation problems because you couldn't determine what home Internet setup or equipment you have, please read **APPENDIX A: IDENTIFYING YOUR EQUIPMENT**.

For other problems, refer to the following table:

■ **There's no phone line next to my Internet connection**

This is a common issue with cable installations. Use a long phone cable to connect the ooma Hub to the closest phone jack, or purchase a pair of HomePlug devices to bridge your Internet connection to the location of your phone jack. See ooma's online support section for more details on the HomePlug solution.

■  **on the ooma Hub is blinking red**

If no other button lights are on, press the ooma Tab to illuminate the diagnostic light pattern.

■  **on the ooma Scout is blinking red**

The ooma Hub is down. Check the diagnostic light pattern on the ooma Hub to locate the source of the problem.

■  **are solid red**

When using the ooma system with a landline, the ooma Hub is unable to detect if a phone line is plugged in. Confirm that the ooma Hub **WALL** port is connected to a working phone jack.

■  **are solid red**

The ooma Hub cannot get a network connection. Check that the network cable is plugged in correctly. The ooma Hub **MODEM** port (and the **HOME** port, if plugged in) should display a solid green light. Reboot any network devices, such as modems, routers, hubs, switches, and any computers.

■  **are solid red**

The ooma Hub is unable to register to the ooma network. Check your Internet connection to see if it is working and that you can successfully browse to **http://www.ooma.com**.

■  **are solid red on the ooma Scout**

Make sure the ooma Hub is powered on and that the ooma Tab is blue. Check that the ooma Scout **WALL** port is plugged into the wall jack. If you have multiple phone lines, verify that the ooma Hub and ooma Scout are connected to the same line.

■  **or buttons do not light up**

Check that your device is powered properly and that the brightness control knob (on the right side of the unit) is not turned all the way down.

■ **ooma Hub or ooma Scout has restarted**

The ooma Hub or ooma Scout will restart after a software update has completed. This will only occur if the system is idle. A restart is indicated by the same light sequence as when the device is first powered on.

■ **The ooma Tab cycles between blue and red every few seconds**

Swap the phone cables going into the **WALL** and **PHONE** ports of the ooma Hub or ooma Scout. They may not be plugged in correctly.

### ■ You hear a regular dialtone instead of the ooma dialtone

Check that your ooma system is powered. The ooma Tab should be blue.

Check that the phone (or cordless base station) is correctly plugged into the **PHONE** port of an ooma Hub or ooma Scout.

- ❗ If you make any outgoing phone call when you hear the regular dialtone, regular calling charges will apply.

### ■ You hear nothing when a phone is picked up

Check that your phone is plugged into the **PHONE** port of an ooma Hub or ooma Scout and that the **WALL** port is plugged into a working phone jack. Also, verify that your Internet connection is working.

- 📶 If you are using the ooma system with a landline, verify that the phone jack is working by connecting your phone directly to it. You should hear a regular dialtone.

### ■ Your Internet connection is no longer working

Check that you have followed the network cabling instructions carefully. The ooma Hub **MODEM** port (and the **HOME** port, if plugged in) should show a solid green light.

Reboot any network devices, such as modems, routers, hubs, switches, and any computers.

Attempt to connect to and browse the Internet from a computer hooked up to the **HOME** port.

### ■ You need to assign a static IP address to the ooma Hub or setup port forwarding

Configure a computer to “Obtain IP address

automatically” (using DHCP) and connect it to the ooma Hub **HOME** port. Open up a web browser and go to **http://setup.ooma.com**. This will bring up a simple interface to configure port forwarding and assign a static IP address to the ooma Hub.

### ■ You have a cable or DSL modem that connects to the computer via USB

Modems with only a USB connection are not supported. Many modems can be reconfigured to use Ethernet instead. Please contact your high-speed Internet service provider for more details.

### ■ Outgoing local calls fail with a fast busy signal

Check that the ooma Hub **WALL** port is plugged into the correct phone jack. If you have an integrated landline, connect a phone directly to the phone jack and check for a regular dialtone.

### ■ The voice quality of your calls is diminished

ooma recommends that the ooma Hub be directly connected to the modem (connected to the **MODEM** port) and that router, computers and other network devices be connected behind it (connected to the **HOME** port) so that voice traffic can be intelligently prioritized over other Internet traffic.

If you have setup your ooma Hub between your modem and other network devices and still experience diminished voice quality, you can further optimize how ooma prioritizes voice traffic under Advanced Settings at **http://setup.ooma.com**. This site must be accessed from a computer connected to the **HOME** port of the ooma Hub.

### ■ There aren't enough ooma Scout devices to connect all phones

Any phones not connected through a ooma Hub or ooma Scout should be disconnected from the wall. You may purchase additional ooma Scout devices on our website.

### ■ Picking up another phone does not join the existing call

With the Instant Second Line, the user will hear a new ooma dialtone before making another call, even when the first line is in use. To join a call already in progress, press the active line button or the Flash button on your telephone handset.

### ■ Picking up another phone joins the existing call

Be sure that the phones in use are connected to different ooma Hub or ooma Scout devices. Keep in mind that cordless phone systems that have multiple cordless handsets associated with one base station are treated like a single phone.

### ■ International calls do not work

To complete an international call, you must add



funds into your pre-paid account. This can be done online in the ooma Lounge. Once your account is funded, international calls can easily be placed without access codes or calling cards.

### ■ Phones don't ring when you receive a call

Check that your phones are connected to the **PHONE** port of an ooma Hub or ooma Scout. If the phone needs power, confirm that it is plugged in correctly.



The ooma system must be installed on the phone line that corresponds to the phone number you registered with your ooma system. If you have multiple phones lines, check to make sure the ooma Hub **WALL** port has been connected to the correct phone line.

Next, check if the Send-to-Voicemail  button is lit red. This means *Do not Disturb* is active and all calls are forwarded directly to voicemail. To deactivate *Do not Disturb* mode, press the  button for two seconds. The light will turn off.

## Contacting ooma Support

Most issues can be resolved easily and quickly with our online support system at:

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

At the website, you can also:

- Search our knowledge base
- Read Frequently Asked Questions
- Submit an issue or chat with a customer support representative

If you are unable to resolve your problem online, you can call ooma, seven days a week at **1-888-711-6662**.

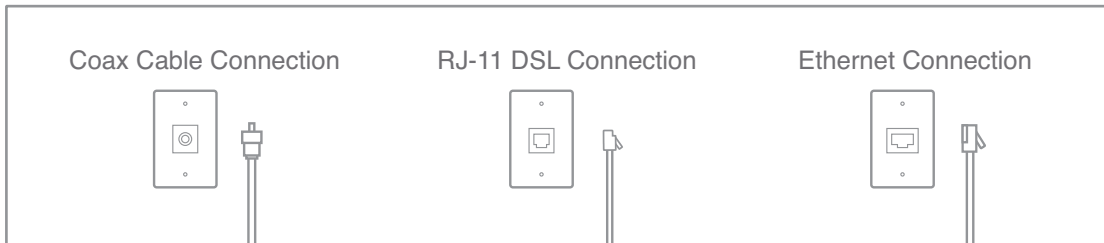


## *Appendix A: Identifying Your Equipment*

To install the ooma system, you must be able to identify and locate the following network devices and services: your high-speed Internet connection, your modem, your router, and your phone system.

## The Internet Connection

Your high-speed Internet connection is most likely provided by a Digital Subscriber Line (DSL), cable, or a fiber-optic connection. Either way, there will be a connection between the wall and your modem. Look for a wall plate or cable that looks like one of these:



- Cable modems are connected with the same cable that connects to your cable TV.
- DSL connector cables are similar to the existing cables that connect your phone to the wall. The connector looks like a standard phone cable.
- Fiber-optic Internet connections are typically delivered into the home as an Ethernet connection.

## The Modem

You can identify your modem by its labeling or connections. First, look for a device that has the word “modem” on its product label. If this doesn’t help, you can identify your modem by its connections. Look for a device that connects to the wall, either by a DSL cable, a TV cable, or an Ethernet cable, with a single network connection to your computer or router.

Sometimes the modem and the router are combined into one device, which is called an integrated router. These look like modems, but have more than one network connection, and may have wireless capability. If your modem has an antenna or has a Wi-Fi label on it, it’s probably an integrated router.



## The Router

If you have just one computer in your house, the computer may be connected directly to your modem by a cable. In this case, you do not have a router.

If you have multiple computers in your home, or if you have wireless Internet access, you have a router. A router splits the Internet connection into multiple connections, or ports, for your computers to connect to. Most routers have four (sometimes more) Ethernet ports on the back panel. Routers can connect directly to computers with a cable, or indirectly through a wireless connection. If your router makes wireless connections, it may have an external antenna. To find your router, look for a device that has one Ethernet connection to your modem, and multiple connections to your computers or has an antenna.

### Integrated Routers

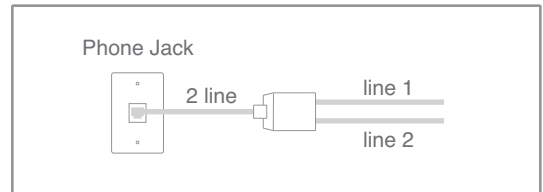
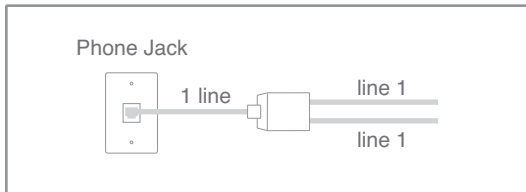
In some cases, the modem, router, and wireless transmitter are all combined into a single integrated device. In this case, you will have a single device with one connection to the DSL or cable wall jack and either cabled connections to your computers, wireless connections through an antenna, or a combination of both.

## The Phone System

Identifying your phone system is the easiest part. If you have more than one line or phone number in your home, you need to determine which wall jacks work with which number to ensure all your ooma devices are installed on the same phone line (the line which you registered your ooma system). If you have more than one line, you will have either two-line splitters or dual-jack wall plates that allow you to connect to different phone numbers.

### Splitters

Telephone splitters are small devices that plug into a telephone wall plate and split that jack connection into two jacks. There are three kinds of telephone line splitters you might find in your home, single-line splitters, two-line splitters, and dual-jack wall plates.



### Single-Line (Duplex) Splitters

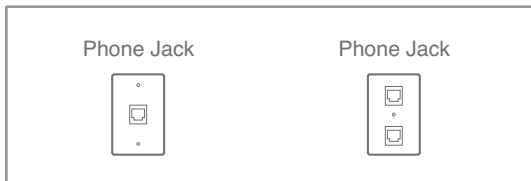
If you have separate answering machines or fax machines and want to use them on the same phone jack as your phone line, a duplex or single-line splitter is typically used. A duplex splitter divides a single phone line between two new jacks. Devices that are plugged into a duplex splitter share the same line and phone number. The splitter provided by ooma is a duplex splitter and is used to divide and share your line between your DSL modem (if applicable) and the ooma Hub.

### Two-Line Splitters

Some homes with more than one phone number have wiring that combines both lines into one jack. With these jacks, a splitter divides the single jack into two jacks, one for line one and the other for line two. This is called a two-line splitter. Phones plugged into the two-line splitter will have different lines and different phone numbers. If you have a two-line splitter, make sure you install the ooma Hub or ooma Scout device between the phone and the splitter jack, instead of between the phone and wall plate. Be sure that your ooma Hub and ooma Scout devices are all plugged into the same line (with the same phone number).

## Dual-Jack Wall Plates

Phone wall plates come in one and two, or dual-jack configurations:



Wall plates with dual jacks are basically splitters built into your wall. They can be single-line splitters (duplex) or two-line splitters. If you have a dual-jack plate with two lines, make sure you install all your ooma devices on the same phone jack. Your ooma Hub and ooma Scouts need to be plugged into the same line (with the same phone number).



## *Appendix B: 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 Hub device contained in this package (“Product”) is 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 of America.

**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 and returned to ooma. ooma, at its option, may use new or refurbished replacement parts to repair the Product, or the Product may be replaced 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.

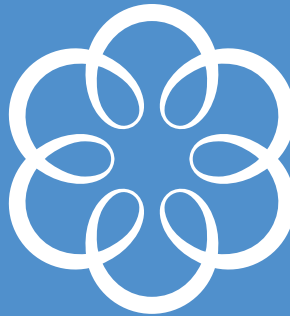
**What this Warranty Excludes.** This limited warranty does not cover: (a) the cost of shipping and handling for returned and replacement products, or damage or loss during shipment for warranty service; or (b) any software (which is governed exclusively by the licensing terms of such software); or (c) 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 the United States, 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 1-888-711-6662 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 or Country Law Applies.** This limited warranty gives you specific legal rights. You may also have other rights which vary from state to state and/or country to country.

**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 merchantability, title, or non-infringement of third party rights. Moreover, ooma shall not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages of any nature arising out of, or in connection with, the limited warranty or the use or performance of any product, whether based on contract or tort, including negligence, or any other legal theory, even if we have been advised of the possibility of such damages. The total aggregate liability by ooma for damages of any nature, regardless of form, action or foreseeability, shall in no event exceed the amount paid by you to us for the Product upon which liability is based. Some states and/or countries do not allow limitations on how long an implied warranty lasts, and/or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations and/or exclusions may not apply to you. If such is the case, to the extent permitted by applicable law, ooma limits the duration of any implied warranties to the duration of this express Limited Warranty.





## Appendix C: Regulatory Information

## The FCC Wants You to Know

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

An applicable Universal Service Order Codes (USOC) certification for the jacks used in this equipment is provided (i.e., RJ11 C) in the packaging with each piece of approved terminal equipment. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the telephone provider. For products approved after July 23,2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.



If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this ooma system does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

This equipment is hearing aid compatible.

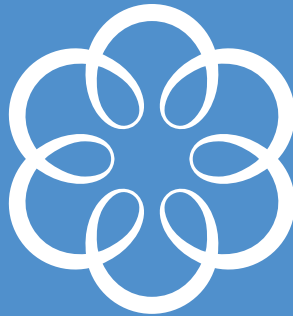
**DO NOT DISASSEMBLE THIS EQUIPMENT.** It does not contain any user serviceable components. Changes or modifications to this product not expressly approved by ooma, or operation of this product in any way other than as detailed by the owner's manual, could void your authority to operate this product.

Should you experience trouble with this equipment, please contact ooma customer service at 1-888-711-6662. 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.

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.





# Appendix D: Technical Specifications

## Size and Weight

### ooma Hub

- Height: 55mm (2.25 in)
- Width: 187.5mm (7.5 in)
- Depth: 150mm (6 in)
- Weight: 550g (19.7 oz)

### ooma Scout

- Height: 37.5mm (1.5in)
- Width: 100mm (4 in)
- Depth: 82.5mm (3.25 in)
- Weight: 190g (6.7 oz)

## Package Contents

### ooma Hub

- Ethernet cable
- Phone cable (2)
- Phone splitter
- AC adaptor (120VAC, 60Hz)
- Installation Guide
- User Guide

### ooma Scout

- ooma Scout device
- Phone cable
- AC adaptor (120VAC, 60Hz)

## Input and Output Ports

### ooma Hub

- One 10/100 Ethernet LAN port
- One 10/100 Ethernet WAN port
- One RJ-11 port (phone)
- One RJ-11 port (wall)

### ooma Scout

- One RJ-11 port (phone)
- One RJ-11 port (wall)

## Power

### ooma Hub

- 12 VDC, 1.2A

### ooma Scout

- 5 VDC, 2A

## User Interface

- 8 button back-lit keypad
- 1 back-lit ooma button
- Volume control knob
- Brightness control knob
- Built-in speaker

## Minimum Requirements

- High-speed Internet connection (cable, DSL or fiber-optic)
- 256 Kbps upstream network speed (384 Kbps recommended)
- Landline phone service (only if using the ooma system with a landline)

## Environmental Requirements

- Operating temperature: 5C to 40C
- Operating humidity: 5% - 85% RH non-condensing
- Storage temperature: 0C to 70C
- Storage humidity: 5% - 90% RH non-condensing

## Regulatory Compliance

- Safety: UL 60950-1
- Electromagnetic Compatibility (EMC): FCC Part 15 Class B
- Telecom: FCC Part 68

## Warranty

- One-year limited warranty

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## Important Safety Information

When using telephone equipment, including the ooma Hub™ and ooma Scout™ devices, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- Use only the power adapter indicated in this manual. Do not insert the power adapter into an extension cord, receptacle or outlet unless the prongs can be fully inserted.
- To prevent overheating, situate the product away from heat sources such as radiators, heat registers, stoves, or other products that produce heat.
- Do not remove the cover of or disassemble any component of this product. This product contains no user-serviceable parts.

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