Ooma Connect Base Station

Quick Start Guide

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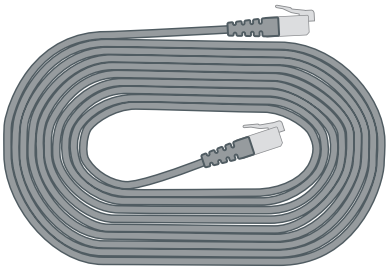
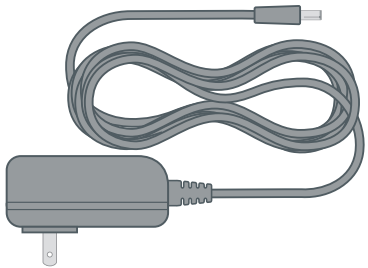
What's in the Box

Ooma Connect Base Station

Ethernet Cable



Power Adapter



STEP 1

Activate Your Ooma Office Account

If you purchased the Ooma Connect Base Station through a qualified Ooma salesperson, it should already be activated. You should have received an email from Ooma with your account details, including the main phone number and administrator password.

If you purchased the Ooma Connect Base Station through a retailer or secondhand, you may need to start by activating your Ooma Office Account. To do so:

1. Go to **office.ooma.com** on your computer
2. Choose **"Sign Up for Ooma Office"**
3. Follow the instructions to create a new account

Account Information

Once you have activated your Ooma Office account, feel free to enter your key information here:

Main Phone Number:

Administrator Password Hint:

Other Notes:

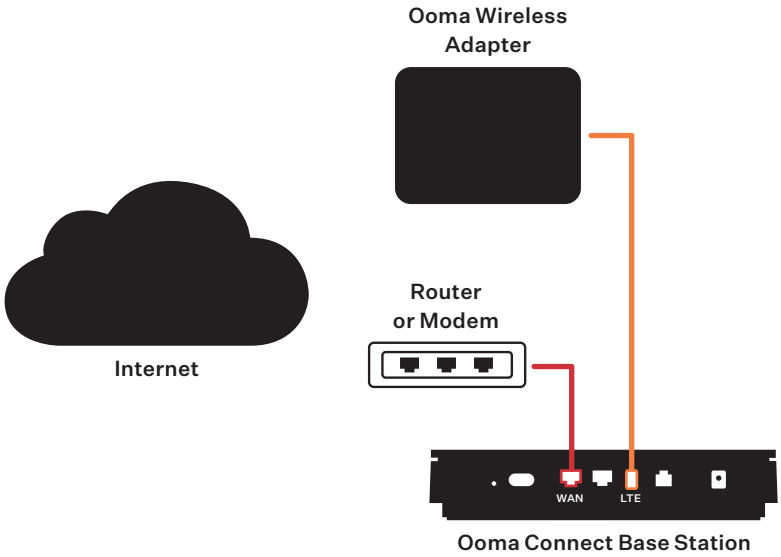
STEP 2 Connect to the Internet

Choose one or both of the following ways to connect your Base Station to the Internet:

1. Use the included Ethernet cable to connect your Base Station to your router. Insert one end of the cable into the **WAN** port on the back of your Base Station. Insert the other end into an open port on your router.

AND / OR

2. If you have purchased an Ooma Wireless Adapter, connect it to the **LTE** port on the back of the Base Station.The Ooma Wireless Adapter can provide either a primary or a backup Internet connection.



STEP 3 Power on Your Base Station

Plug the small end of the power adapter in to the Base Station and the other end in to an AC wall outlet.

STEP 4 Wait for Bootup and Software Update

Your Ooma Connect Base Station will take a few minutes to start up. The left light on the front will be **solid red** or **blinking red** during this period.

If the Base Station requires a software update, it may **blink purple** while it is downloading the new software and updating. The device may also reboot during the software update.

Do not disturb the device until it has completed its updates. When the updates are complete and ready to use, the left LED will remain **solid blue** for more than five minutes.

LED Lights Reference

Left Light

- **Solid Blue** – System is operational
- **Solid Red** – System is booting up
- **Blinking Red** – System is not operational or is booting up
- **Blinking Purple** – New software is being downloaded

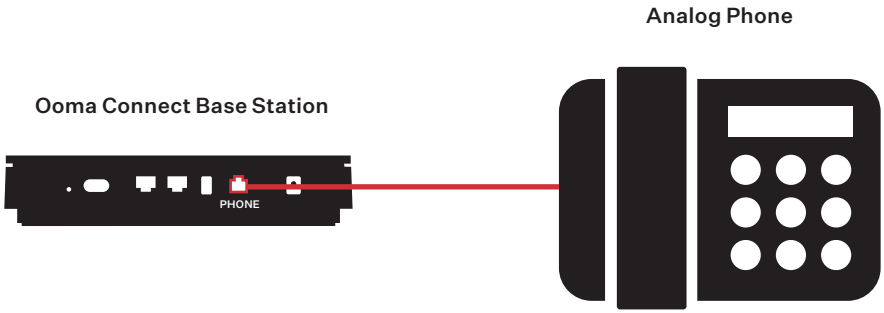
Right Light

- **Off** – Wireless adapter is not connected
- **Solid Green** –System is actively using LTE connection

Connect Phones

You can connect three types of phones to the Ooma Connect Base Station:

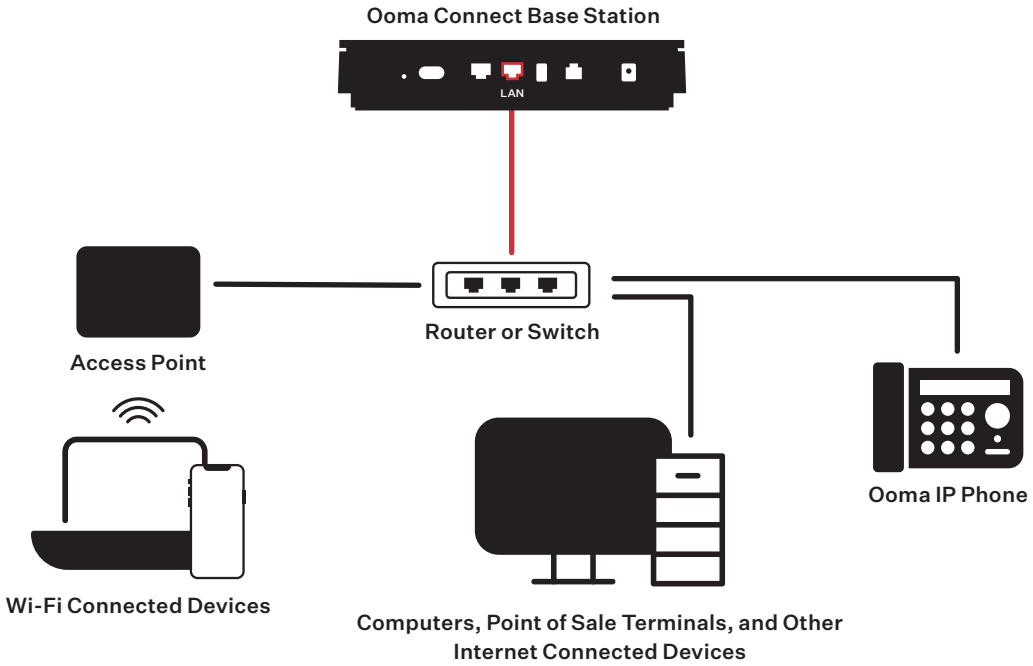
1. **Traditional Analog Phones** – Plug these into the phone jack labeled **'PHONE'** on the back of the Base Station.



2. **Ooma DECT Devices** – Refer to the instructions provided with your DECT devices like the DP1-0 or Linx device.
3. **IP Phones** – Refer to the instructions on p. 10

Connect Additional Devices

Use the **LAN** port on the back of the Ooma Connect Base Station to connect additional devices to the Internet. If you are using a single device, connect it directly to the **LAN** port. If you are using multiple devices, first connect a router or a switch, as pictured:



Customer Support

Need help? Ooma has a wealth of available resources to help if you need assistance.

Support Articles and User Manuals. Access our comprehensive knowledge base at **support.ooma.com/office.**

Live Customer Care. Speak with a support specialist at **1-866-939-6662 (US)** or **1-877-948-6662 (Canada).**

Ooma

For warranty, safety, and other legal information, visit **ooma.com/legal**

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device many not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. P/N: 700-0204-100

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 MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, 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.

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710-0131-102

⚠ Important 911 Information

Ooma wants to make sure that you are aware of important differences in the way 911 service operates with Ooma Office when compared with traditional telephone service. Here's what you need to keep in mind:

Differences between traditional 911 service and Ooma 911

Be advised that Ooma 911 service is less reliable than traditional 911 service. Some regions do not support enhanced 911 service and your emergency call may be routed to an emergency response center which does not keep your address and contact information on file.

Be prepared during any service interruption

Ooma Office phone service depends not only on your continued subscription (and payment) for the service, but also on Internet connectivity and power to function. In the event of power, network, or Internet outages (including congestion), or if your service is disconnected or suspended due to non-payment, you may experience a failure, disruption or delay in your 911 service. We recommend that you keep an alternative phone service (such as a cellular telephone) handy to increase the reliability of your access to emergency services during any service interruption.

Do not disconnect

Until you are told to do so by an emergency dispatcher, do not disconnect your 911 call. If you are inadvertently disconnected, call back immediately.

Keep your service address up to date

Ooma will attempt to provide the emergency operator with your service address, so please ensure that your information on file with us is always accurate and updated. You may update your address online at **office.ooma.com/address** or by calling customer support at 1-866-939-6662. If you do not do this and are unable to speak during a 911 call, the emergency operator will assume that you are calling from your last registered address.

Inform other users

You must notify all potential users of the phone service of the nature and limitations of 911 emergency calls.

Limitations of liability

Ooma Office Terms of Service limit and disclaim liability related to Ooma 911 service, so please read these carefully.

For a complete description of our Ooma 911 service, please see: **www.ooma.com/911**.

Please leave this notice next to your phone.

⚠ 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, including the following:

- 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, under 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.
- Unplug with caution 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 radiator or heat register, nor in any area where proper ventilation is not provided.
- Do not allow anything to rest on the equipment, its power cord or 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, 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,
- 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 expressively 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 equipment 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,