ooma

Quick Start Guide

Welcome to ooma!

Everything you need to get started is inside this box, and everything you need to know about installation is in your hands. Don't be fooled by the size of this Quick Start Guide; it may be 20 pages long, but only a few of these pages will apply to you, based upon:

- What type of network setup you have
- How many phone jacks you use in your home
- Whether you will be installing the landline or non-landline version

By answering a few questions along the way, you'll be able to jump to the exact pages you need. We've included these icons to help you identify when:

- Instructions are specific to the landline version of the ooma system
- Instructions are specific to the non-landline version of the ooma system
- More details are available in the User Guide

20 minutes to unlimited calling within the US

Installing your ooma system is remarkably simple. Once you connect a main ooma Hub™ device to your telephone — and smaller ooma Scout™ devices to any other phones in your home — and plug into your Internet connection, you're good to go. It's so easy, it takes just 15 to 20 minutes. You'll then be able to immediately begin making **unlimited local and long-distance calls, with no monthly fees.**

24-48 hours to the full ooma experience

If you are using the landline version, we'll do our part by provisioning your phone line within the next two days (phone company change fee will apply). This gets your line ready for the full ooma experience, including the Instant Second Line™ and Broadband Answering Machine™ features. You'll know these are activated once your ooma Tab stops blinking and turns solid blue.

If you are using the non-landline version, you'll immediately be activated with the Instant Second Line and Broadband Answering Machine features.

Until later,
Team ooma

GET READY TO SAY HELLO TO:

OWNING YOUR DIALTONE
The signature ooma dialtone is music to your ears. It means you have unlimited calling within the US – with no monthly fees.

INTERRUPTION-FREE CALLS
Never hang up again just because someone else needs the phone. You now have an Instant Second Line the minute you pick up another phone (requires installation of an ooma Scout device).

ENHANCED DIGITAL VOICEMAIL
Now you can screen calls, send callers directly to voicemail, organize your messages, and access them online.

WE'RE HERE IF YOU NEED US

Should you encounter any problems or have questions during the installation process – we're here to help. There are two ways to contact us:

- **Visit www.ooma.com** to access our support section
- **Call 1-888-711-6662** to talk to a customer support representative
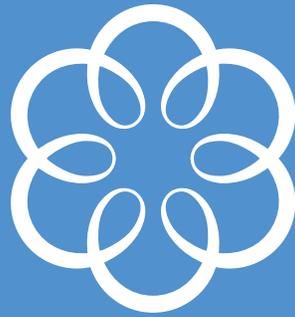
Installing the ooma Hub

Before you begin, make sure to:

- **TURN OFF** any personal computers, laptops, modems, switches and routers that are connected to your home network.
- If you have a standalone answering machine, **DISCONNECT** it.
- If any phone has an answering machine function built-in, **DISABLE** it now.

Unpack the ooma Hub™ device

The ooma Hub box should contain the following items:

ooma Hub

Ethernet Cable

Short Phone Cable

Long Phone Cable

ooma Splitter

AC Adaptor
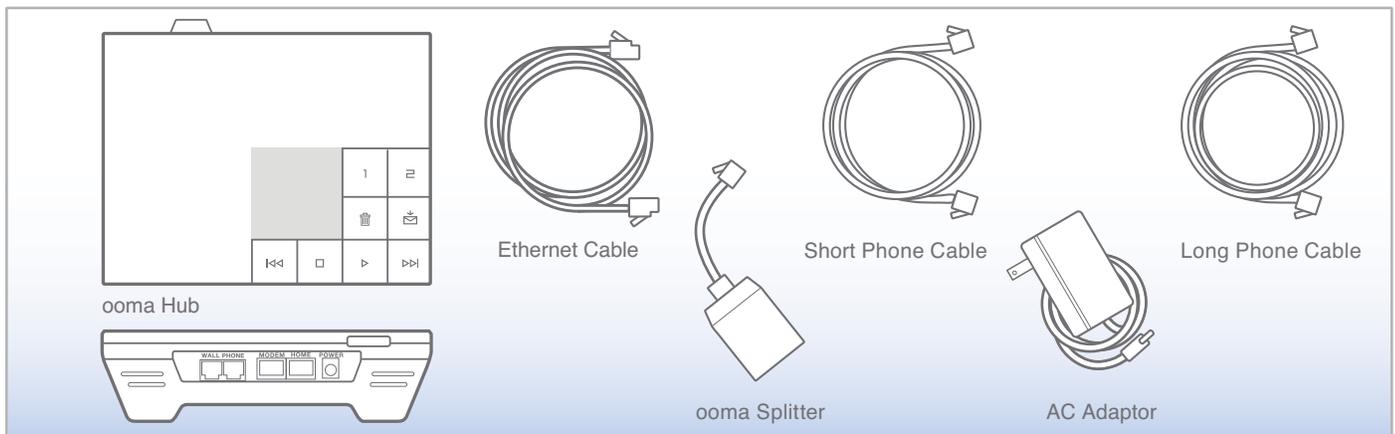
Port and Color Guide

Here is a closer look at the back of your ooma Hub device. Throughout the set up process, each port on the back of your ooma Hub will be indicated with the following colors.
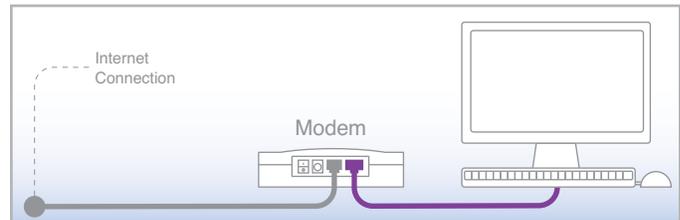

WALL PHONE   MODEM HOME POWER
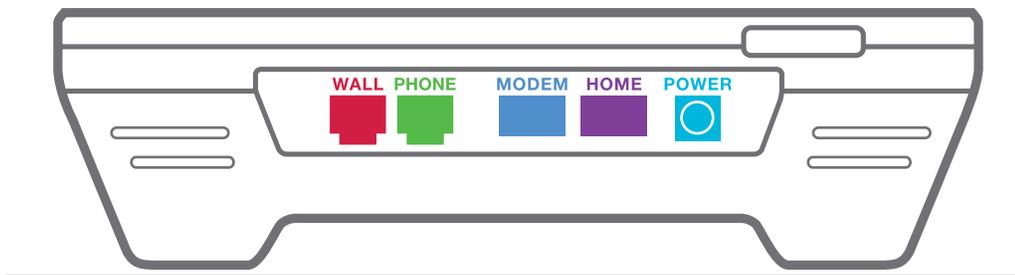
1 **Choose the example below that best matches your home network set-up and continue to the appropriate page:**

⊕ If you need help in identifying your home network equipment, see **APPENDIX A** of the User Guide.
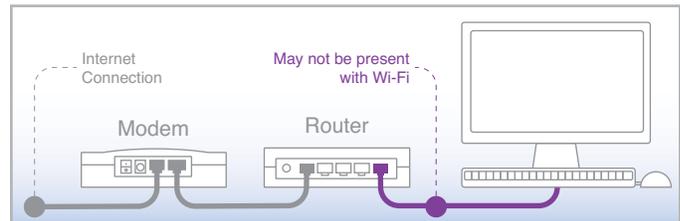
A Modem connected directly to your computer (desktop or laptop).

▶ **SKIP TO PAGE 3**

B Modem connected to a router. The router may be connected to one or more computers, and may be wired or wireless (as in Wi-Fi).

▶ **SKIP TO PAGE 4**

C Integrated router (with built-in modem). The router may be connected to one or more computers, and may be wired or wireless (as in Wi-Fi).

If you have a wireless router, you may not have any cables connecting your computers to the router.
If so, skip to page 5, step C3.

Also follow these directions if you have an advanced network configuration and want to install the ooma Hub behind a router.
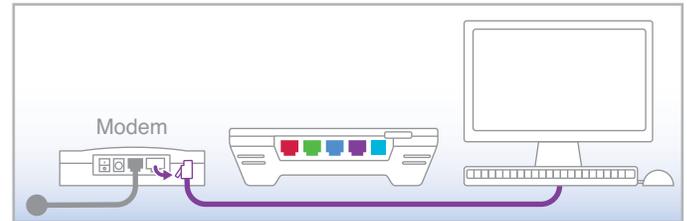
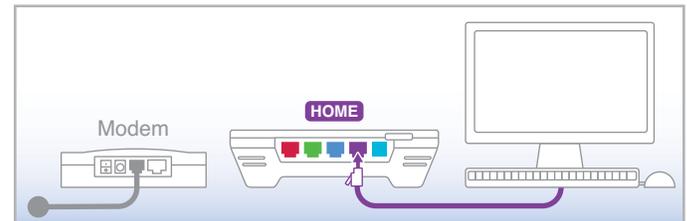▶ **SKIP TO PAGE 5**
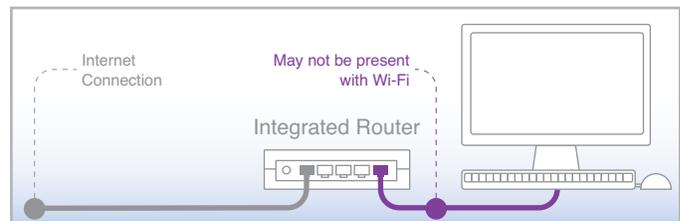
A Modem connected directly to computer
◀ CONTINUED FROM PAGE 2

A1 Disconnect the Existing Cable

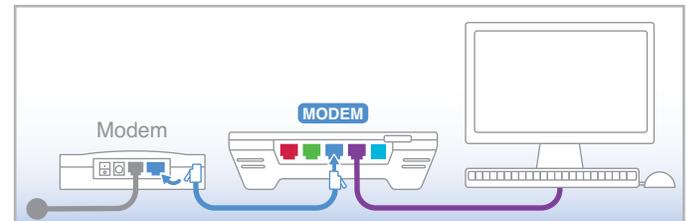Unplug the existing Ethernet cable from your modem. This is the cable that connects the modem to your computer.

A2 Reconnect to the ooma Hub™

Plug the existing Ethernet cable into the port labeled **HOME** on the ooma Hub.

A3 Connect to the Modem

Use the Ethernet cable provided and connect the port labeled **MODEM** on the ooma Hub to the Ethernet port of the modem.
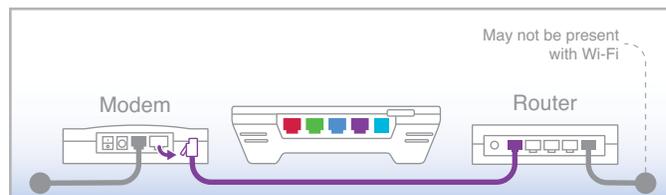
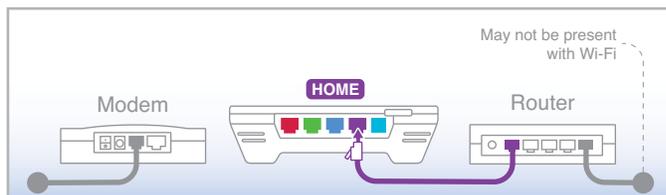# B Modem connected to a router
◀ CONTINUED FROM PAGE 2

B1 Disconnect the Existing Cable

Unplug the existing Ethernet cable from your modem. This is the cable that connects the Ethernet port of the modem to the port labeled "WAN" on the router.
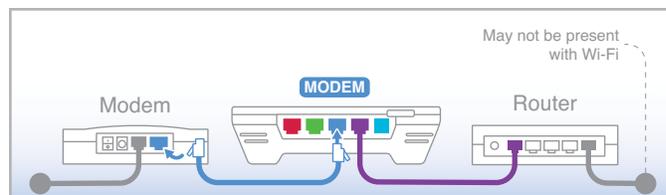

B2 Reconnect to the ooma Hub

Plug the existing Ethernet cable into the port labeled **HOME** on the ooma Hub.

B3 Connect to the Modem

Use the Ethernet cable provided and connect the port labeled **MODEM** on the ooma Hub to the Ethernet port of the modem.
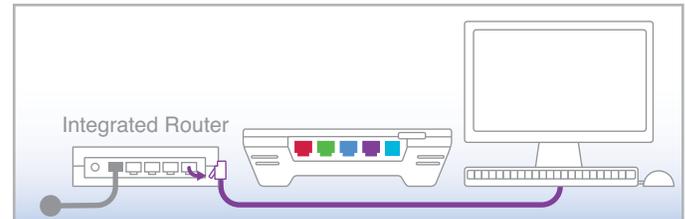
C Integrated router (with built-in modem)

If your computers connect wirelessly to your router or you have an advanced networking configuration and do not want to connect devices behind the ooma Hub, skip to step C3.
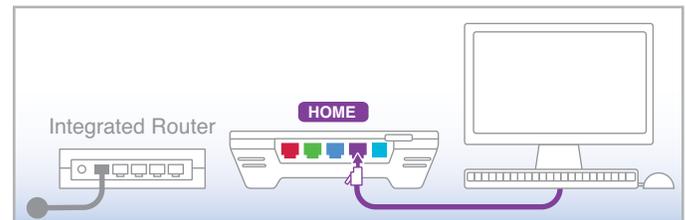
C1 Disconnect the Existing Cable

Unplug an existing Ethernet cable from your router. This is the cable that connects the router to a computer.
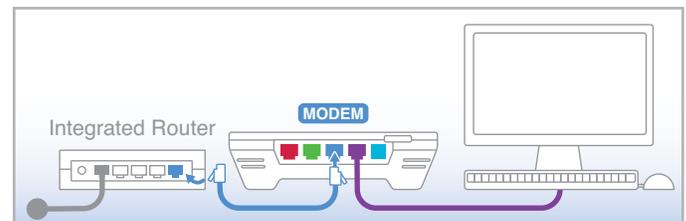
C2 Reconnect to the ooma Hub

Plug the existing Ethernet cable into the port labeled **HOME** on the ooma Hub.

C3 Connect to the Router

Use the Ethernet cable provided and connect the port labeled **MODEM** on the ooma Hub to an open Ethernet port on the router.

2 Choose the example below that best matches your situation:

If you're not sure whether you have DSL or Cable, ask yourself this: Who do I pay for High-Speed Internet Service?

- If you pay your phone company, you have DSL.
- If you pay your cable television provider, you have CABLE.

Skip this step if you are installing the non-landline version **AND** will <u>not</u> use an ooma Scout device. ▶ **SKIP TO PAGE 7**

⊕ See the **GETTING STARTED** and **CONNECTING THE OOMA HUB TO YOUR PHONE SYSTEM** section of the User Guide if you are not sure which version you have (landline or non-landline) or if you need help selecting among the choices below.
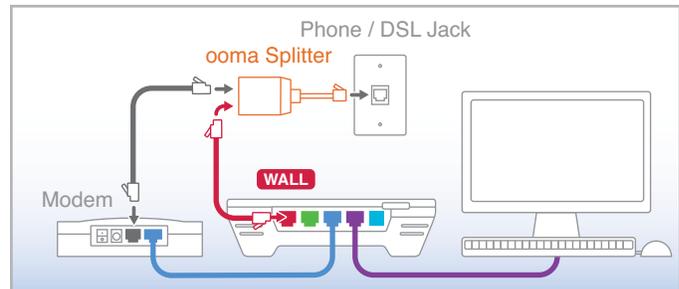
● Cable or Fiber-Optic Internet

Use the long phone cable provided and connect the port labeled **WALL** on the ooma Hub to the phone jack in the wall.
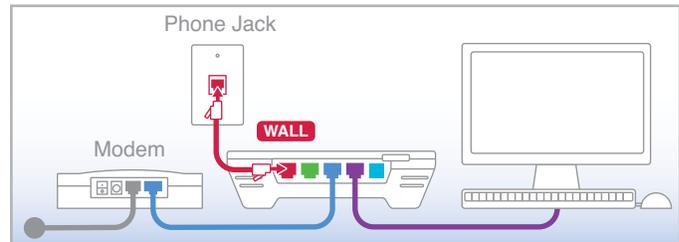
● DSL & Phone on the Same Line

❶ Plug the ooma splitter provided directly into the phone jack in the wall. **UNPLUG** and **REMOVE** any existing DSL filters or splitters.

❷ Connect your DSL modem to one port of the ooma splitter using the original DSL modem phone cable.

❸ Use the long phone cable provided and connect the port labeled **WALL** on the ooma Hub to the other port of the ooma splitter.

● DSL & Phone on Separate Lines

❶ Leave your DSL modem connected as is.

❷ **UNPLUG** and **REMOVE** any existing DSL filters or splitters on your phone line (not your DSL line).

❸ 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).
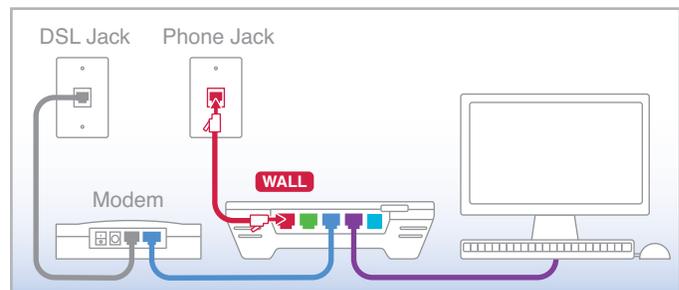
3   Connect Your Phone and Power

Use a phone cable to plug your phone into the port labeled **PHONE** on the ooma Hub (a short phone cable is provided).

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** and begin to blink as it boots up.

Next, power on your network devices (modem, switch, router). Wait a few minutes for everything to boot up.
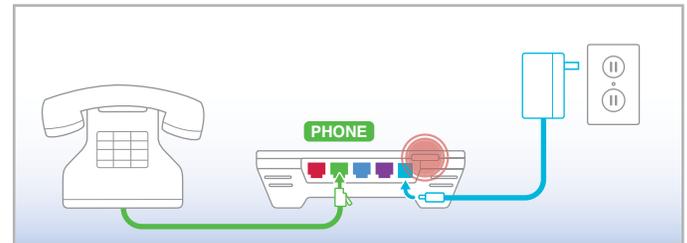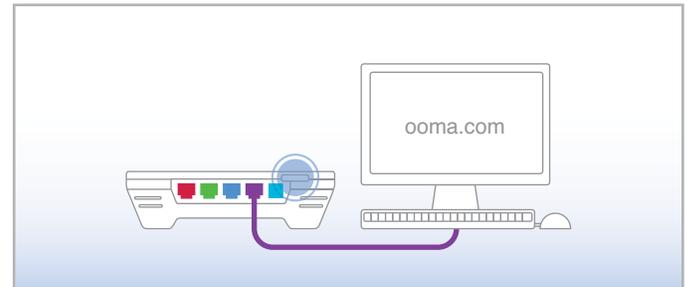
4   Confirm Installation

Turn on your computer and connect to the Internet. Open up a web browser to make sure you are online. **IMPORTANT:** This allows the ooma Hub to complete its self-configuration.
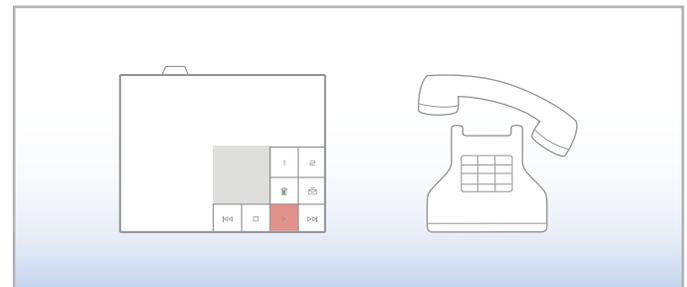
Within a few minutes, the clear ooma Tab should blink **BLUE**. Pick up the phone connected to the ooma Hub. You will hear the signature ooma dialtone that confirms it is working.
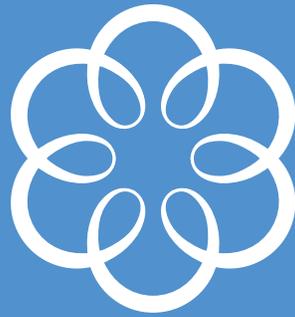
5   Initialize Your Broadband Answering Machine™ feature

Pick up the phone attached to the ooma Hub and press the **PLAY** button. Follow the voice prompts to setup your Broadband Answering Machine.
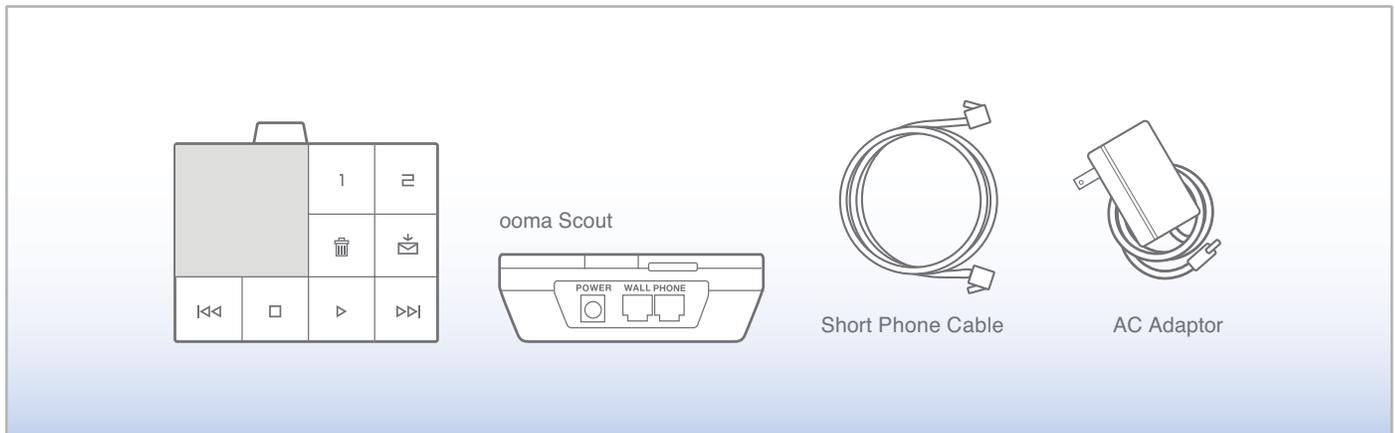
Installing the ooma Scout

Unpack the ooma Scout™ device

Each additional phone on the same phone line as the ooma Hub (i.e. that shares the same phone number) must be connected to an ooma Scout.

The ooma Scout box should contain the following items:

ooma Scout

Short Phone Cable

AC Adaptor

Port and Color Guide

Here is a closer look at the back of your ooma Scout device. Throughout the set up process, each port on the back of your ooma Scout will be indicated with the following colors.
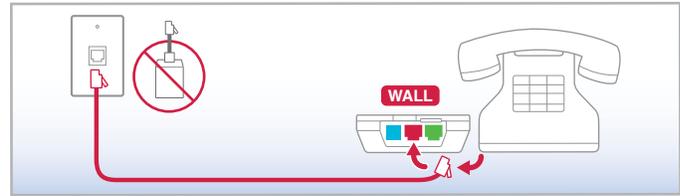
POWER WALL PHONE
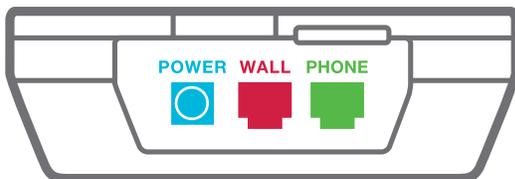
1 Connect the Phone Line

If you have DSL, trace the phone cable to the wall. **UNPLUG** and **REMOVE** any existing DSL filters or splitters.
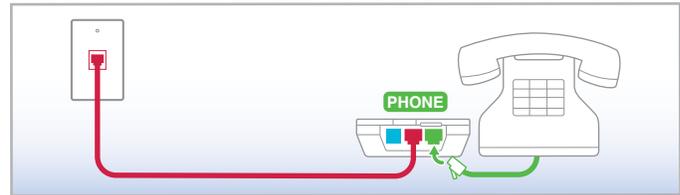
Unplug the phone cable from your phone and plug it in the port labeled **WALL** on the ooma Scout.

2 Connect Your Phone

Use a phone cable to plug your phone into the port labeled **PHONE** on the ooma Scout (a short phone cable is provided).

3 Connect to Power

Plug one end of the AC adaptor into the port labeled **POWER** on the ooma Scout and the other end into a power outlet.

After 30 seconds, the clear ooma Tab at the top left corner should blink **BLUE**.
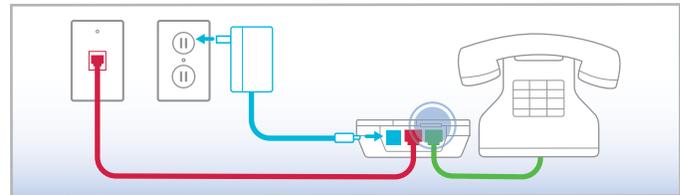
4 Install More ooma Scout devices

Locate other phones that share the same phone line or phone number as the ooma Hub. Repeat steps 1-3 for each phone.

If you do not have an ooma Scout for each phone, you must **DISCONNECT** those phones or your ooma service will be disrupted. Additional ooma Scout devices can be purchased in the online ooma Lounge.

How Phone Devices Work with the ooma System

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

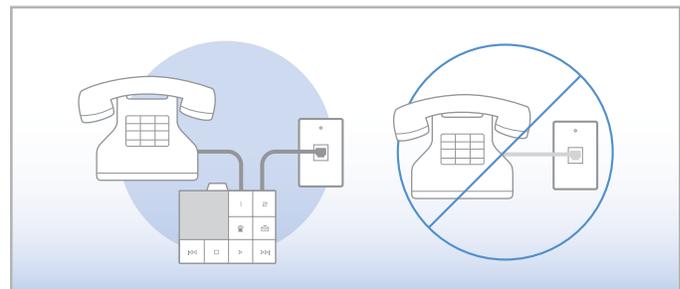## Cordless Phones

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 plugged into an ooma Hub or ooma Scout. Handset charging cradles 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 of the User Guide for more information.

Cordless Phone
Base Station

Cordless Phone
Charging Cradle
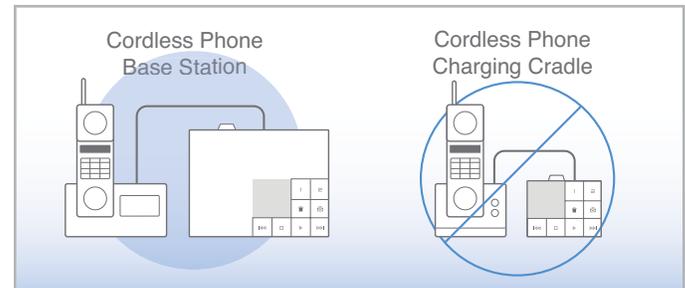
Fax Machines

For best results, fax machines should be connected to the ooma Hub, not to an ooma Scout.

⊕ Please refer to the **HOW PHONE DEVICES WORK WITH THE OOMA SYSTEM** section of the User Guide for more information.
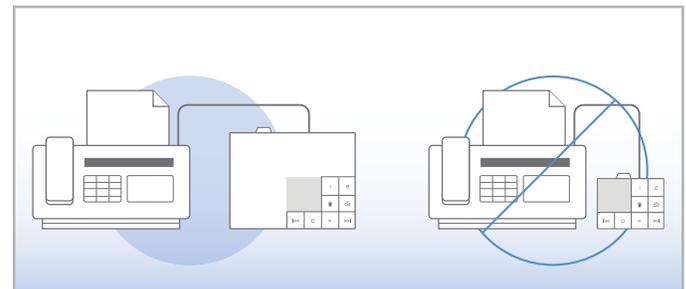
Other Devices

Devices such as digital video recorders, satellite receivers, security systems and other machines that only use the phone line to make outgoing calls, do not need to be connected through an ooma device. Leave them connected to the phone line, as-is.

⊕ Please refer to the **HOW PHONE DEVICES WORK WITH THE OOMA SYSTEM** section of the User Guide for more information.

Digital Video Recorder
(before installation)

Digital Video Recorder
(after installation)
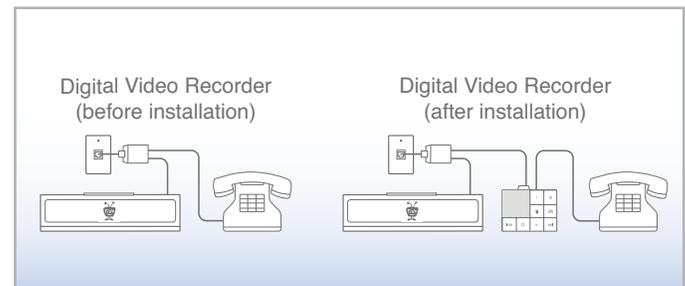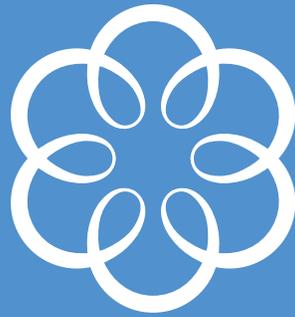
Buttons Quick Reference

OOMA TAB

LINE 1 AND LINE 2

TRASH

SEND-TO-VOICEMAIL

REVERSE

PLAY

STOP

FORWARD

ooma Hub device

VOLUME ADJUSTMENT

BRIGHTNESS ADJUSTMENT

left side view

right side view

OOMA TAB

LINE 1 AND LINE 2

TRASH

SEND-TO-VOICEMAIL

REVERSE

PLAY

STOP

FORWARD
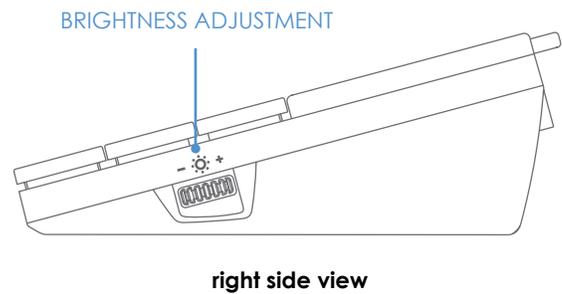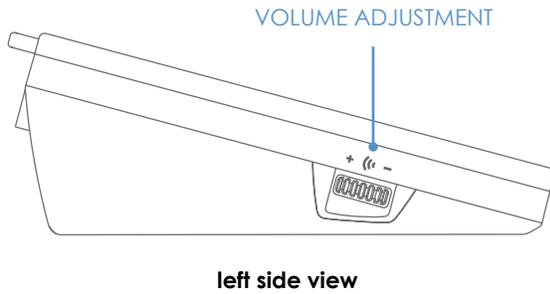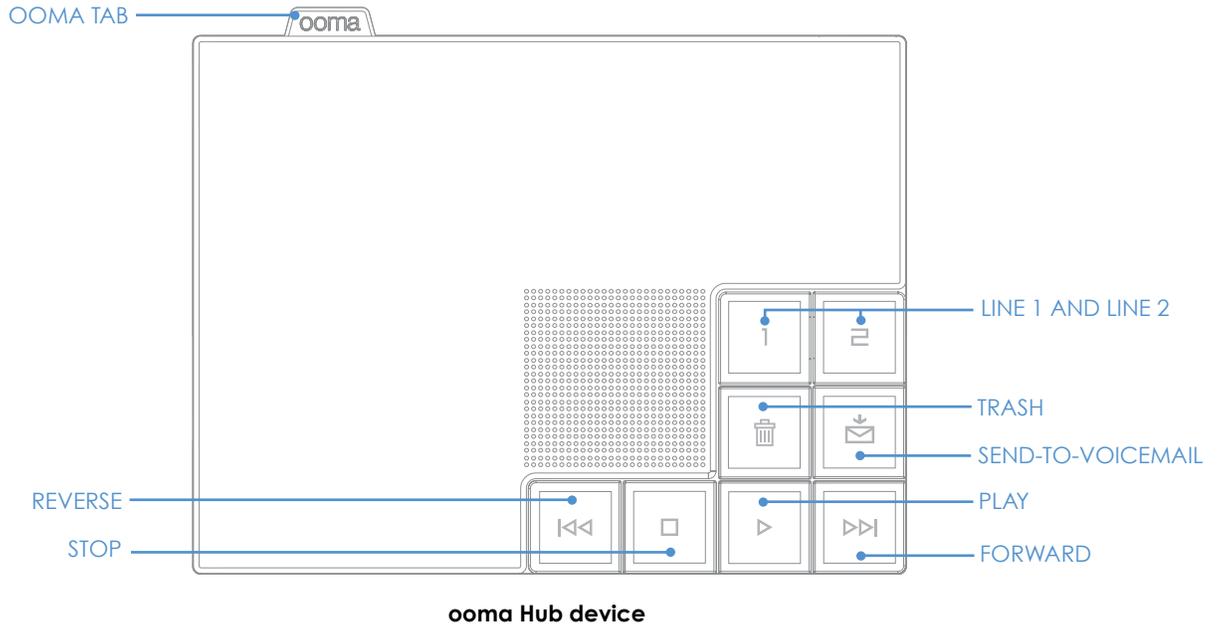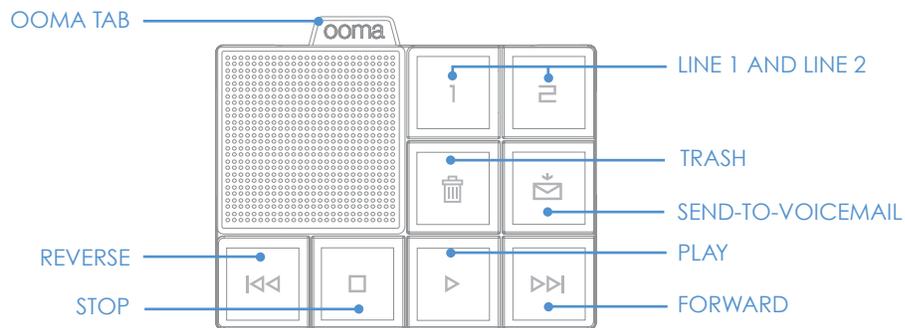
ooma Scout device

VOLUME ADJUSTMENT
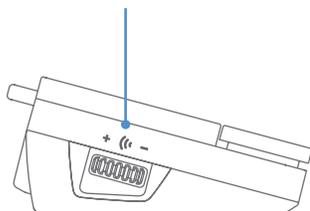
BRIGHTNESS ADJUSTMENT
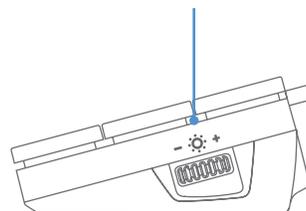
left side view

right side view

Line 1 & Line 2 Buttons

A solid red 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 3-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 previous the message.

Stop Button

Press to stop playing messages.

Trash Button

During playback, press to delete current message.

Send-to-Voicemail Button

During playback, press to save current message.

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

Press-and-hold for two seconds to turn Do Not Disturb on or off (a solid light indicates that DND is turned on).

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.

Solid Blue ooma Tab

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

Blinking Blue ooma Tab

Indicates ooma service is working. You have unlimited calling within the US. Other ooma services are partly functional.

Blinking Red ooma Tab

Indicates ooma service is not working. All services are unavailable.

You will hear the regular dialtone, not the ooma dialtone. Your Internet or phone connection may be down.
   ALERT Outgoing calls are subject to regular phone company calling charges**.**

When ooma service is unavailable, you will not hear any dialtone and will be unable to use your phone.

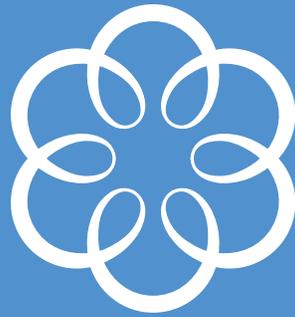**Clear ooma Tab**

Indicates ooma device is not powered or that the brightness is turned down (check the brightness control).

If there is no power, you will hear the regular dialtone, not the ooma dialtone.
   ALERT Outgoing calls are subject to regular phone company calling charges**.**

If there is no power, you will not hear any dialtone and will be unable to use your phone.

Troubleshooting

If your ooma Tab is not blue or you do not hear the signature ooma dialtone, check if you have run into one of the following common installation problems.

⬛ [ooma] on the ooma Hub is blinking red

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

⬛ [ooma] on the ooma Scout is blinking red

The ooma Hub is down. Check the diagnostic light pattern on the ooma Hub to troubleshoot the problem.

⬛ [▶] [▶▶] are solid red

The landline version of the ooma Hub does not detect the phone line. Check 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 show a solid green light.

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

⬛ [1] [2] 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 browse to **htttp://www.ooma.com**.

⬛ [ooma] or buttons do not light up

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

⬛ [◀◀] [□] [▶] [▶▶] are solid red on the ooma Scout

Make sure the ooma Hub is powered and the ooma Tab is blinking or solid blue.

Check that 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.

⬛ [ooma] 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 have been plugged in wrong.

### ⬛ Hear regular dialtone instead of the ooma dialtone

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

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

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

### ⬛ Nothing is heard when a phone is picked up

Check that your phone is correctly plugged into the **PHONE** port of an ooma Hub or ooma Scout and that the **WALL** port is plugged into a working phone jack.

☎ Verify that the phone jack is working by connecting your phone directly to it. You should hear regular dialtone.

🌐 Verify that your Internet connection is working.

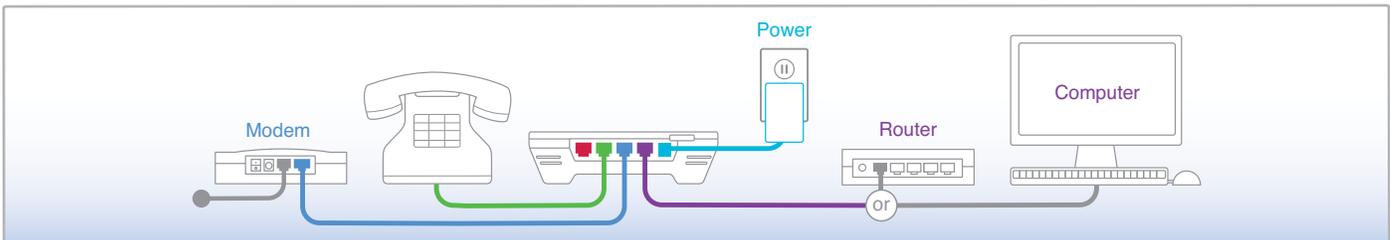
➕ To troubleshoot other problems, please refer to the **TROUBLESHOOTING** section of the User Guide, or visit our online support section at **http://www.ooma.com/support**. You can also call ooma support seven days a week at **1-888-711-6662**.

Completed Setup of an ooma Hub device when High-Speed Internet and Phone Service Share the Same Line

Phone / DSL Jack
ooma Splitter
Power
Modem
Computer
Router
or
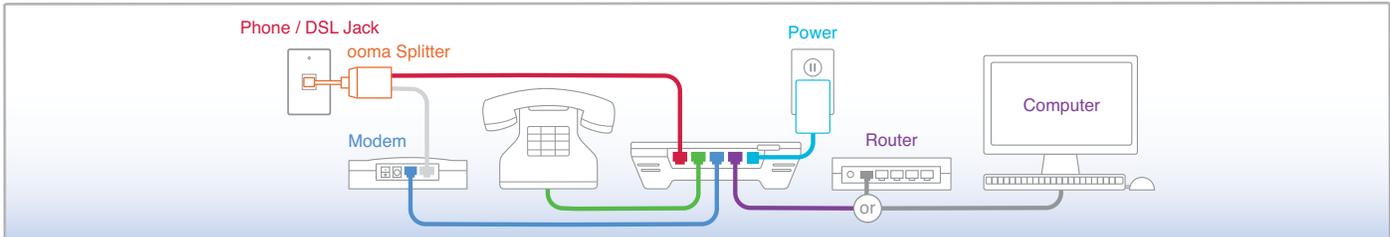
Completed Setup of an ooma Hub device when High-Speed Internet and Phone Service are on Separate Lines

Phone Jack
Power
Computer
Modem
Router
or
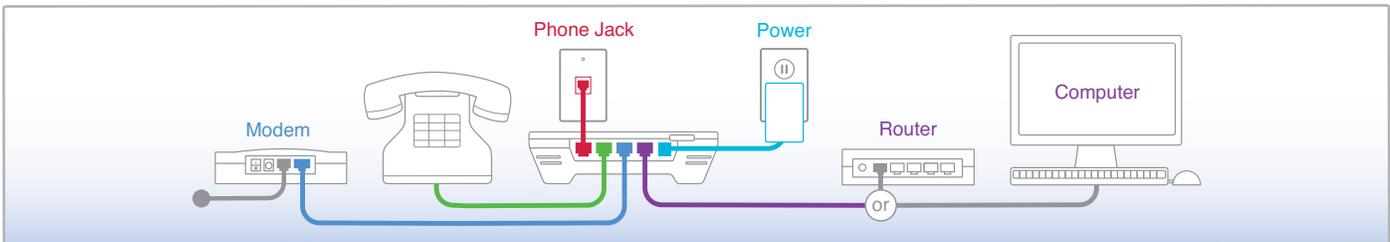
Completed Setup of a Non-landline ooma Hub device (with no ooma Scout)

Power
Computer
Modem
Router
or

Completed Setup of an ooma Scout device

Phone Jack Power

700-0105-200 REV 003