ooma® office

Apple iOS Mobile App Shortcut Guide

Getting Started

Logging in — Tap the app's icon ⊛ on your mobile device and log in using your phone number, your extension, and your Ooma Office Manager password.

**Changing password** — Tap **More**, then **Profile**, then **Change Password**. Enter your current password and your new password. Tap **Confirm**.

Calling mode — Tap **More**, then **Calling Mode**:

- Choose VoIP to call with your phone's WiFi or data connection.
You can access Ooma Office features like call transfer and hold music.

- Choose **Cellular** to call with your phone's cellular minutes.
Calling on this mode is more reliable if you have a strong cellular signal.

Logging out — Tap **More**, then **Profile**, then **Logout**.

Making Calls

To an internal extension — Tap ⊕, and dial the extension number or tap ⊙, then **Company** and choose a contact from the directory.

To an external number — Use the dialer by tapping ⊙, and dialing the 7-, 10-, or 11-digit number.

Use your contact list by tapping ⊙, and selecting the contact you wish to call.

Use your list of favorite contacts by tapping ⊙, then **Favorites** and selecting the contact you wish to call.

To an international number — Tap ⊕, and dial **011**, then the country code and phone number

**To emergency services** — Tap ⊕, and dial **911**.

Receiving Calls

Answer a call — Tap **Accept** or slide your finger right to accept an incoming call.

Answer a call waiting — Tap **Accept** to accept an incoming call.

**Rejecting a call** — Tap **Decline** or slide your finger left to reject a call.

Ending Calls

To end a call — Tap 📞.

Placing Calls on Hold

Putting a call on hold — When on an active call, tap ⏸. Tap ▶ to take the call off hold.

Three-Way Conferencing (cellular mode only)

Starting a conference call — When you are on an active call, tap   to put the current call on hold and view the dialer. Enter the second number, then tap **Merge** when the call connects.

Ending a conference call — Select the call you wish to end and tap 📞 on the call you wish to end. The second caller will remain on the line.

Transferring Calls (to VoIP)

Blind transfer — When you have an active call, tap 📲 and choose **To an extension**. Enter the extension number.

To personal voicemail — When you have an active call, tap 📲 and choose **To my voicemail**.

To another voicemail — When you have an active call, tap 📲 and choose **To an extension**. Enter the extension number.

Call Forwarding

Turn on call forwarding — Tap **More**, then **Call Forward**. If you're turning Call Forwarding on, enter the external number and choose whether to require key press on answer.

Accessing and Updating Voicemail

Listening to voicemail — Tap 📼. Tap a message to select it, then tap ▶.

Marking voicemail as new — Tap 📼. Tap a message to select it, then tap **MARK AS NEW.**

Deleting voicemail — Tap 📼. Tap a message to select it, then tap 🗑.

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