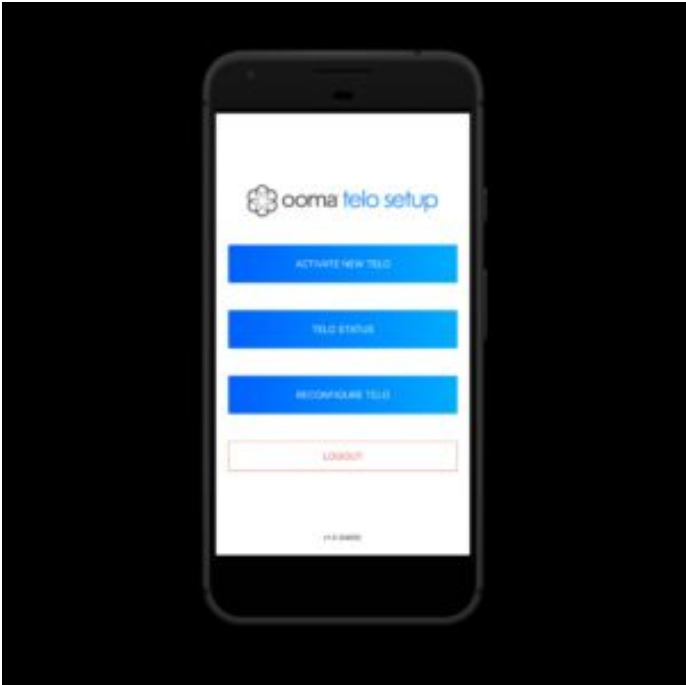


Ooma Android Mobile App Shortcuts Guide

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Android Mobile App




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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 , then **Profile**, then enter your current password and your new password. Tap **Confirm**.

Calling mode: Tap , then **Preferences**, 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 , then **Profile**, then Logout.



Making Calls

To an internal extension: Tap , then  and dial the extension number. Alternatively, tap , then  and select the extension you wish to dial.

To an external number: Use the dialer by tapping , then  and dialing the 10- or 11-digit phone number.

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

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

To an international number: Tap , then  and dial 011, then the country code and phone number.

To emergency services: Tap , then  and dial 911.

Receiving Calls

Answer a call: Tap **Accept** when a call comes in.

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

Rejecting a call: Tap **Ignore** to reject a call.



Ending Calls


To end a call: Tap .

Placing Calls on Hold

Putting a call on hold: Tap . Tap  again to take the call off hold.


Three-Way Conferencing (cellular only)


Starting a conference call: When you have one active call, tap  to view the dialer. Enter the second number, then tap  when the call connects.

Ending a conference call: 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 , then **Preferences**, 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 , then . Tap a message to select it, then tap .

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

Deleting voicemail: Tap , then . Tap a message to select it, then tap .

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