



Ooma Connect Base Station Setup Guide and Troubleshooting

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Setup Guide



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What's in the Box

**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:

Other Notes:

Administrator Password Hint:

STEP 2**Connect to the Internet**

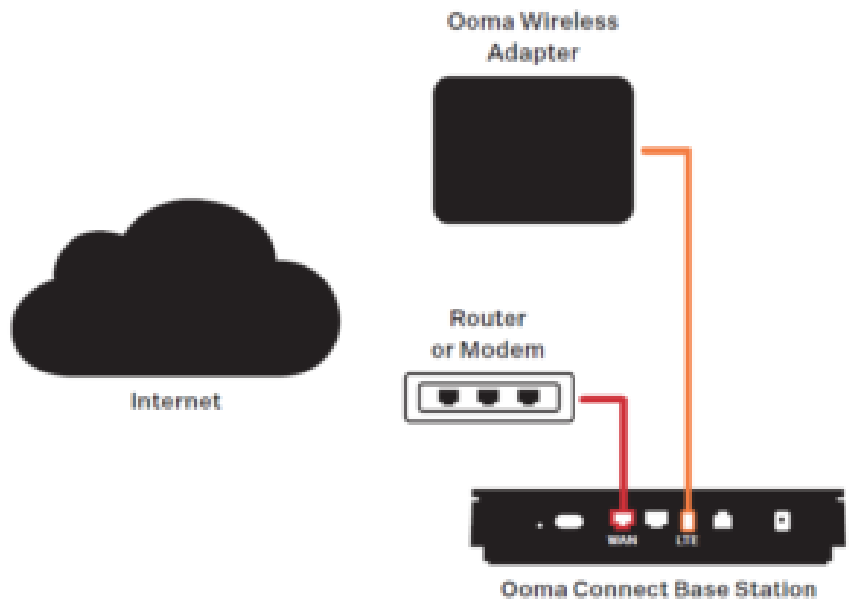
Choose one or both of the following ways to connect your Base Station

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

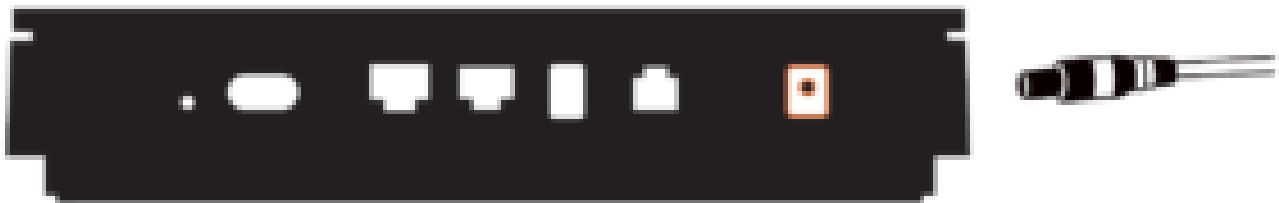
2. If you have purchased an Ooma Wireless Adapter, connect it to the LTE port on the back of the Base Station. The Ooma Wireless Adapter can provide either a primary or a backup Internet connection.



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 connection

 **Blinking Red** – System is not operational or is booting up

 **Blinking Purple** – New software is being downloaded

Right Light

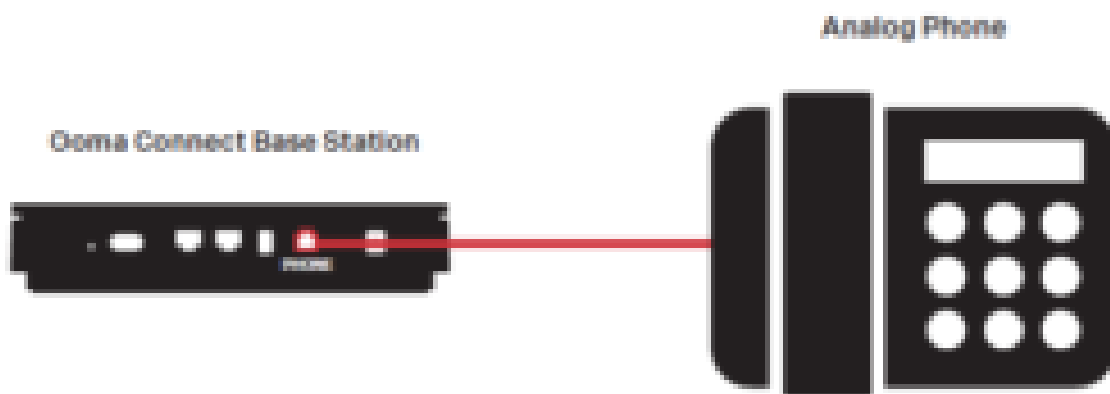
 **Off** – Wireless adapter is not connected

 **Solid Green** – System is actively using LTE

Connect Phones

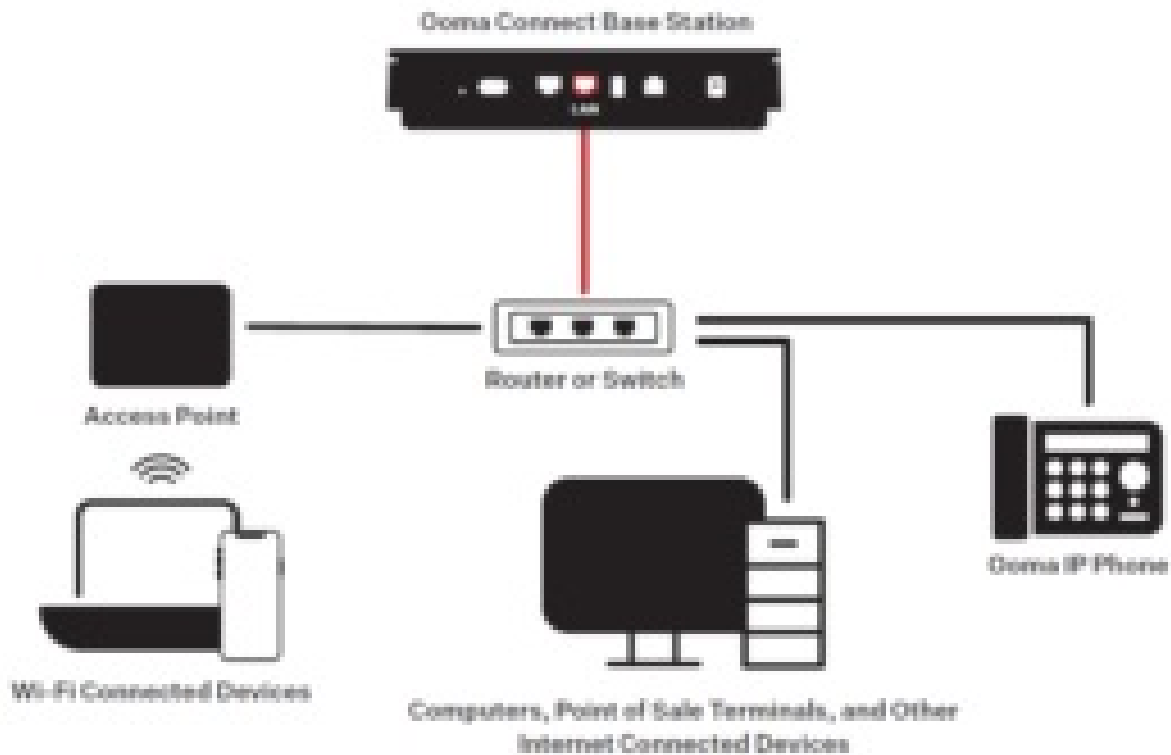
You can connect three types of phones to the Ooma Connect Base Station:

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



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).

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