Ooma Linx™

Quick Start Guide

ooma

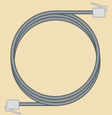
700-0120-403

Getting Started

The Ooma Linx device allows you to connect additional telephones and telephony devices to your Ooma Telo. Use it to connect anything that requires a phone line to your Ooma setup. This might include a phone in your home office, a fax machine, and other devices. Since the Linx operates wirelessly, it can be installed anywhere in your home.

To complete the setup process, you will need the following:

Ooma Linx

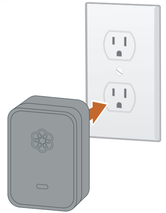


Telephone cable (not included)

NOTE: Each Ooma Telo can only support up to four wireless DECT devices. The Linx is not compatible with the Ooma Telo Handset. See the *Troubleshooting* section for more details.

Go to Step 1

Step 1



Plug the Linx device in

To pair your Linx device with your Ooma Telo, find a power outlet located close to or in the same room as your Telo. Plug the Linx in. The system status indicator should light up amber and then begin to blink as it looks for a Telo to register with.

Go to Step 2

Step 2

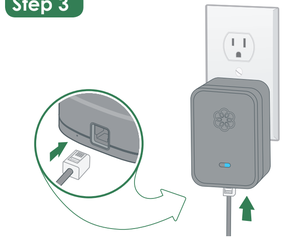
Put your Telo in registration mode

Press the **Page** key on your Ooma Telo and hold it down for three seconds. The Linx will register with your Telo. Once it is is connected, the system status indicator will turn blue.

NOTE: Your Linx device may require a software upgrade the first time it is connected. While downloading new software, the system status indicator will alternately blink blue and amber. **DO NOT UNPLUG THE LINX WHILE IT IS UPGRADING.**

Go to Step 3

Step 3



Connect your device to the Linx

Your Linx is now ready to be installed anywhere in your home. Move the Linx to a power outlet close to the device you want to connect it to. Plug the Linx in and verify that the system status indicator turns blue after a few seconds.

Using your existing telephone cord, plug your telephone or telephony device into the phone jack at the bottom of the Linx device.

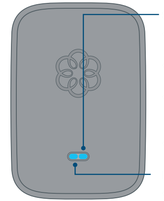
Congratulations, you're done!

You're all set! Your telephone (or telephony device) is now connected to your Ooma system and you can immediately begin to make phone calls. Hear the melodious dialtone? That's the sound of Ooma. **Dial now!**

IMPORTANT: If you are connecting a fax machine, or other device that sends modem tones over the phone line, you must complete your setup online at **my.ooma.com/linx**.

Please see the additional setup instructions at **www.ooma.com/linx-setup** for more information.

✓ Quick Reference



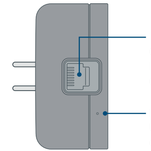
Front view

System status indicator

- Lights up blue when connected to the Telo.
- Lights up amber when it does not detect the Telo.
- Blinks amber when it is attempting to register with a Telo device.
- Blinks blue and amber during a software upgrade.

Line status indicator

- Lights up blue when the line is idle
- Lights up amber when the line is in use.



Bottom view

Telephone jack
Connect your device to the Linx with a standard telephone cable (not included).

Reset pinhole
Used to factory reset the Linx device.

Basic Operation

Placing and receiving calls

To place a call, pick up the telephone that is connected to the Linx device. You will hear the signature Ooma dialtone. Dial the number as you normally would.

To answer a call, pick up your telephone or press the **Talk** button on your phone.

Joining an existing call

Simply pick up the phone that is connected to the Linx device. When you hear the Ooma dialtone, press the **Flash** button on your phone to switch over to the call already in progress.

Call-waiting

Switch to a second incoming call by pressing the **Flash** button on your phone when you hear the call-waiting beep. Your current call will be automatically placed on hold. You can switch back to the original call by pressing the **Flash** button again.

Caller-ID

When an incoming call rings on your Ooma Linx, you will see the caller-ID associated with the caller on the display of the handset that is connected to the Linx. If the number corresponds to a contact in your Ooma Phonebook, that information will be shown on the display.

9-1-1 Calls

Calls to 911 will be routed to an emergency dispatch center. Please make sure that your address in My Ooma is always up-to-date, as this information is used to determine your location in emergency situations. Learn more about emergency calling with Ooma by visiting: **www.ooma.com/911**.

Ooma Premier™

Ooma Premier is a suite of over 25 enhanced calling features that are available on a subscription basis. A subscription to Premier gives you access to features that help extend the capabilities of your phone to serve a busy household. Premier subscribers have access to these advanced features when they connect a telephone to the Linx:

Instant Second Line™

If someone else is on the phone, pick up any unused phone to get a fresh Ooma dialtone and make a second call. If there's already one active call and you receive a second call, handsets connected to a Linx device not currently in use will ring and can be answered normally.

Virtual Number

You can select a second phone number to assign to all phones in your home, or just to the phone connected to a particular Linx device. Select a number from a remote area code near your loved ones—now they can call you for free too!

Private Device and Voicemail

Set up your new Linx device with its own phone line that can ring separately from your main number. Configure this at **my.ooma.com/numbers.**

Have a Question or Need Assistance?

Here is where you can look for help:

Knowledge base: **www.ooma.com/support**
User manuals: **www.ooma.com/userguide**
Community forum: **www.ooma.com/forums**
Live Customer Care: **1-888-711-OOMA (6662)**

Troubleshooting

The phone connected to my Ooma Linx device doesn't get a dial tone

- If the system status indicator is lit amber, try moving the Linx closer to the Telo.
- If the system status indicator is blinking amber slowly, follow the setup instructions again to register the device with your Ooma Telo.
- Verify that your Ooma Telo is powered on and working properly. The Ooma logo and all of the icons should be lit blue. If you have a regular phone, plug it in to the PHONE port of the Telo to check for dialtone.

My Linx won't sync with my Telo

- Move the Linx closer to your Telo and try to register again.
- The Linx is not compatible with the first-generation Ooma Telo Handsets. If you wish to disable your old handsets so you can use the Linx device, dial *#73# on a phone connected to your Ooma Telo. Your Telo will download new firmware and reboot automatically in a mode that will support the Linx device (and Ooma HD2 Handsets). Any old Ooma Telo Handsets will no longer work.
- The Ooma Telo can only support up to four wireless DECT devices. Both the Linx and the Ooma HD2 Handset are DECT devices, which means that you may only register a total of four of these devices with your Telo.

How do I reset my Linx device?

- Factory reset your Ooma Linx device by using a paperclip or pen tip to press and hold the reset switch on the bottom of the device. After resetting the Linx device, you will need to follow the instructions to re-register it to your Ooma system.

Warranty, Safety and Legal Notices

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 Linx contained in this package ("Product") is 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 of America 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, used, serviced, or shipped for repair from outside the United States or 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 1-888-711-6662 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.

What 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.
- Try moving your Ooma Telo and Ooma Linx away from devices that may generate interference, including: computers, wireless devices and electrical appliances (such as microwaves).

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 complies with FCC radiation exposure limits under the following conditions:

- The base must be placed to allow a minimum of 20 cm (8 inches) between the antenna and all persons during normal operation.
- The base must not be collocated or operated in conjunction with any other antenna or transmitter.

The Ooma Linx FCC model number is XFT-TELOLINX.

Industry Canada Notice

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions; (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivants: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Safety Information

When using telephone equipment, including the Ooma Linx, 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 this 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 this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not insert the product 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 all parts of the product away from heat sources such as radiators, heat registers, stoves, or other fixtures, appliances and products that produce heat or any area where proper ventilation is not provided.
- Unplug with caution the product from power outlets if it emits smoke, an abnormal smell or makes unusual noise. These conditions may cause fire or electrical shock.
- Do not disassemble the device, it contains no user-serviceable parts.
- Unplug the product from any power outlet before cleaning. Do not use liquid or aerosol cleaners, use a damp cloth or a microfiber cloth for cleaning.
- Unplug the product from the power outlet if the cable or power adapter prongs are damaged or frayed, if liquid has been spilled onto the product, if the product has been exposed to rain, water or any other liquid, if the internal components of device are exposed.
- Do not use the Ooma Linx to report a gas leak in the vicinity of the leak as it could ignite the gas.
- The device 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.

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