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Unlimited calls to mobile phones and landlines in the UK are included as part of your Ooma Office basic monthly plan. When calls to premium services or to countries outside of your calling area are part of your business needs, the Prepaid Account that you set up during the account activation process will cover any expenses that are incurred.

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## How do I check or change the credit card associated with my Prepaid Account?

Your Prepaid Account will draw funds from the credit card that is on file in the "Billing" section of your Ooma Office Manager. You can check the credit card on file and update it if necessary by following these instructions:

1. Log into your Ooma Office Manager at [{{ site.office\_link.au }}]({{ site.office\_link.au }}/) and navigate to "[Billing]({{ site.office\_link.au }}/#billing)" under the "Account" tab.

2. Review your credit card information under "Payment Information."

3. If changes are necessary, click "Edit." Update your payment information and make sure that your billing address is correct.

4. Save your changes.

## How do I add funds to my Prepaid Account?

You can fund your Prepaid Account the first time by following these instructions:

1. Log into your Ooma Office Manager at [{{ site.office\_link.au }}]({{ site.office\_link.au }}/) and navigate to "[Prepaid Account]({{ site.office\_link.au }}/#prepaid\_account)" under the "Add-ons" tab.

2. Click "Add Funds" under the "Balance" tab.

3. Choose the amount that you would like to add from the drop-down menu and then click "Buy" to complete your purchase.

Once you have added funds to your Prepaid Account, it will automatically top up when the balance goes below a certain threshold. You can configure these settings by following these directions:

1. Log into your Ooma Office Manager at [{{ site.office\_link.au }}]({{ site.office\_link.au }}/) and navigate to "[Prepaid Account]({{ site.office\_link.au }}/#prepaid\_account)" under the "Add-ons" tab.

2. Select the appropriate option from the "Settings" drop-down menu.

3. Save your changes.

## Can I restrict calling with the Prepaid Account to certain extensions?

At this time, any extension can tap into the funds from the Prepaid Account to make international or premium calls. You can, however, monitor your Prepaid Account activity so that you know who is making calls.

## How can I check my Prepaid Account activity?

You can monitor your Prepaid Account activity by following these instructions:

1. Log into your Ooma Office Manager at [{{ site.office\_link.au }}]({{ site.office\_link.au }}/) and navigate to "[Prepaid Account]({{ site.office\_link.au }}/#prepaid\_account)" under the "Add-ons" tab.

2. Click the "Prepaid Activity" section of the "Prepaid Account" area.