⚘ ooma® telo
Quick Start Guide

700-0127-400

Ooma Telo® Package Contents

Ooma Telo	Ethernet Cable	AC Adapter
	ⓐ	ⓑ
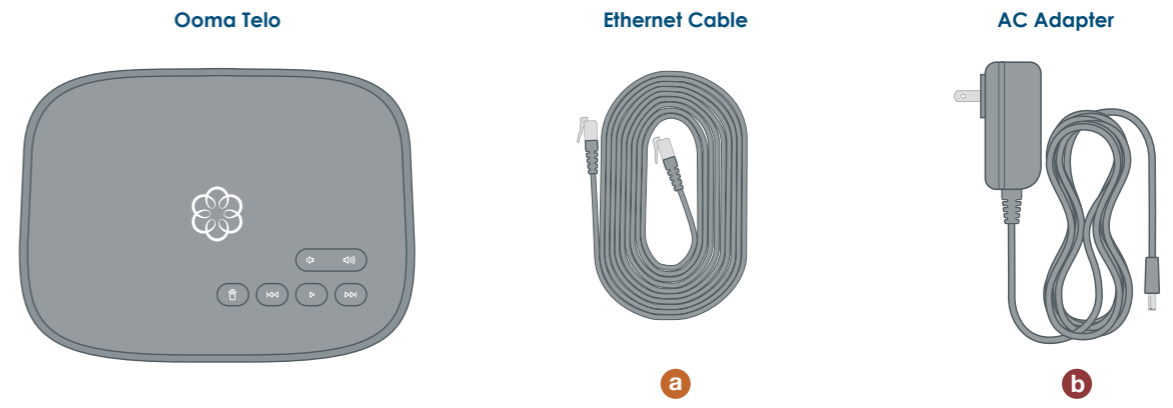
Getting Started

Installing Ooma is easy! In fact, most users are up and calling in less than 15 minutes. This guide will walk you through setting up your Ooma Telo and introduce the basics of using your Ooma service.
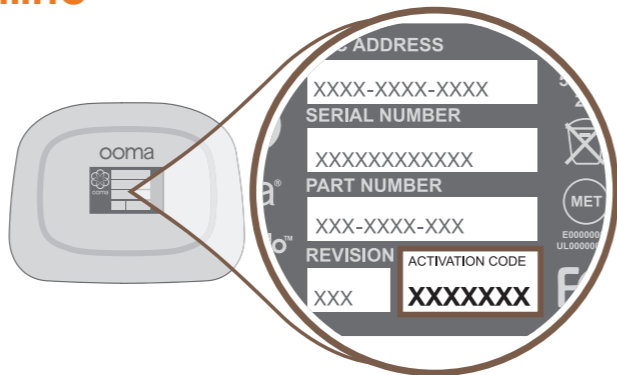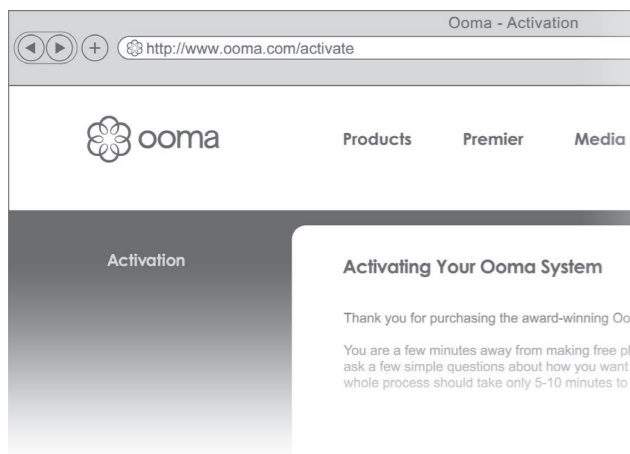
Go to **Step 1**

Step 1   Activate Online

Begin by activating your Ooma Telo device online. Locate the seven-digit activation code printed on the bottom of the Telo.

Next, navigate a web browser to:

http://www.ooma.com/activate

ADDRESS
XXXX-XXXX-XXXX
SERIAL NUMBER
XXXXXXXXXXXX
PART NUMBER
XXX-XXXX-XXX
REVISION   ACTIVATION CODE
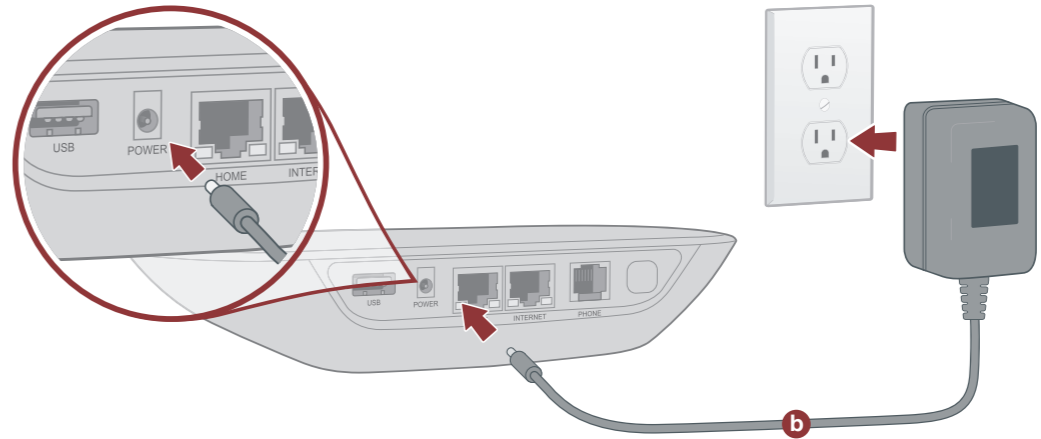XXX   **XXXXXXX**

The activation wizard will guide you through:

- Selecting a phone number
- Registering your 911 address
- Adding billing information
- Creating your My Ooma account

You'll receive an email confirmation once your device is activated.

Go to **Step 2**

Step 2   Connect To Your Router

Router

Connect the Ooma Telo to your Router
Using the included Ethernet cable ⓐ, connect the **INTERNET** port of the Telo to an open Ethernet port on your router.

Alternative Setup Options
While we recommend that you begin with this setup, the Ooma Telo is flexible enough to fit into any home network. Please see the back side of this guide for other network installation options.

Go to **Step 3**

Step 3   Connect Your Phone

Corded or Cordless Phone

Plug your phone into the Ooma Telo
Using your existing phone cable, plug your corded phone or cordless phone base station into the **PHONE** port.

Go to **Step 4**

Step 4   Power On

Power Outlet

Plug in your Ooma Telo
Plug the provided AC adapter ⓑ into the **POWER** port. It is normal for the lights on the Telo to blink for a couple of minutes while it boots up.
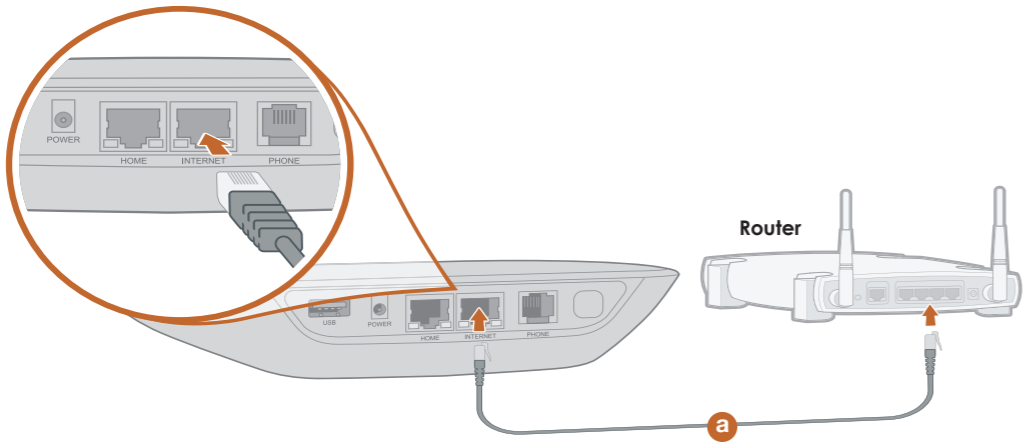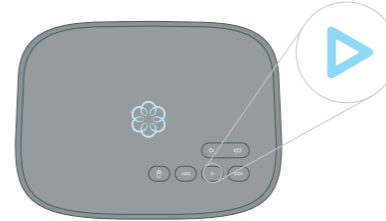
The Ooma logo will light up blue once the device is ready to be used. Pick up the phone and listen for the musical Ooma dialtone to confirm that your set up is complete.

⚠️ If your device requires a software upgrade, the Ooma logo will blink purple while it is downloading the newest version.

This may take 5-10 minutes depending on the speed of your Internet connection. **Do not unplug the Telo while it is upgrading. It will automatically reboot after the upgrade is complete.**

Congratulations, You're Done!

Place your first phone call
Pick up the phone you connected to the Ooma Telo and dial just like you always do. Call a friend or family member and experience firsthand the quality of Ooma PureVoice™ technology. While you are at it, you might want to tell them about Ooma!

Set up your voicemail
Initializing your voicemail account takes only a few minutes. To get started, pick up the phone connected to the Ooma Telo and press the ▶ key on the Telo.
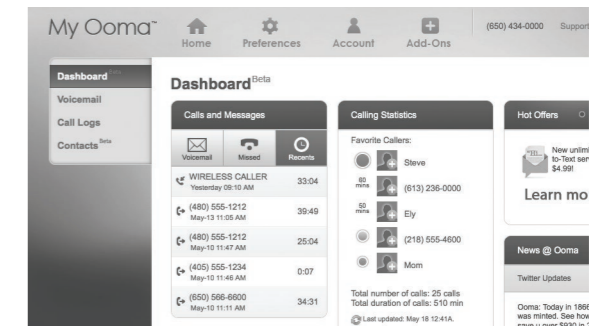
The system will walk you through configuring your account and recording a personal greeting.
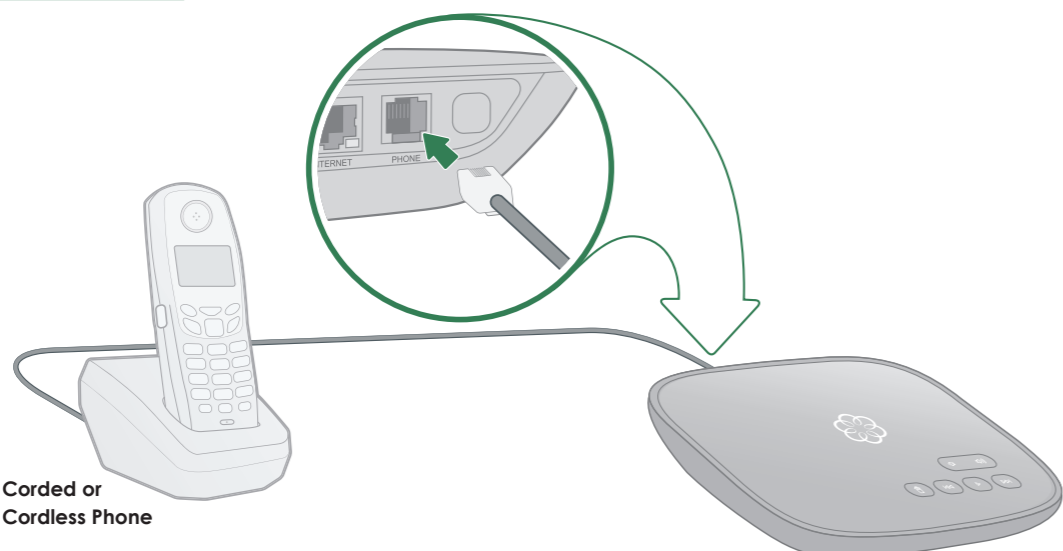
Check out My Ooma
Access your online control panel at **my.ooma.com**. Here you'll unlock the capabilities of your system:

- Check voicemail and call logs
- Configure preferences and set up advanced features
- Purchase additional services and add-ons

And much more! The first time you log in, our Setup Wizard will help you configure our most popular features.

What's Next?

**Transfer your phone number**
In most areas, you can port your existing phone number to Ooma for a one-time fee. You must maintain phone service with your current provider until the porting process is completed, which usually takes about 3-4 weeks. To check availability, to learn more, or to get started, please visit:
my.ooma.com/port

♛ **Explore Ooma Premier™**
Ooma Premier is a bundle of enhanced calling features that will get your home phone service firing on all cylinders! Each Ooma Telo includes a free trial of Ooma Premier, giving you the chance to test drive more than 25 premium calling features.

See the *Ooma Premier* section for an overview of our most popular features. To learn more about all the features and benefits included in a subscription to Ooma Premier, go to:
my.ooma.com/premier

**More information on the other side**

Alternative Setup Options

The Ooma Telo is flexible enough to work in almost any home network and with a variety of devices. Review the following options to see if any of them apply to your situation.

Option A Install Telo between modem and router

Installing the Telo between your modem and router will result in the best voice quality. This setup allows Ooma to prioritize your phone calls over other network traffic. Don't worry, this won't slow down your Internet connection.

1 Locate the Ethernet cable that connects your modem to your router. Unplug the modem end of the cable and plug it into the **HOME** port of the Telo.

2 Use the included Ethernet cable and connect the **INTERNET** port of the Telo to your modem.

3 Reboot your modem and router.

Router   Ooma Telo   Modem
HOME   INTERNET
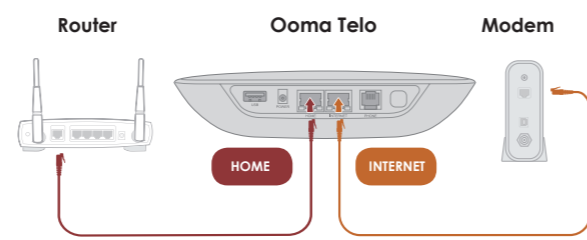
Option B Install Telo between modem and PC

If you only have one computer and it is connected directly to your modem, follow these instructions:

1 Locate the Ethernet cable that connects your modem to your computer. Unplug the modem end of the cable and plug it into the **HOME** port of the Telo.

2 Use the included Ethernet cable and connect the **INTERNET** port of the Telo to your modem.

3 Reboot your modem and computer.

Computer   Ooma Telo   Modem
HOME   INTERNET
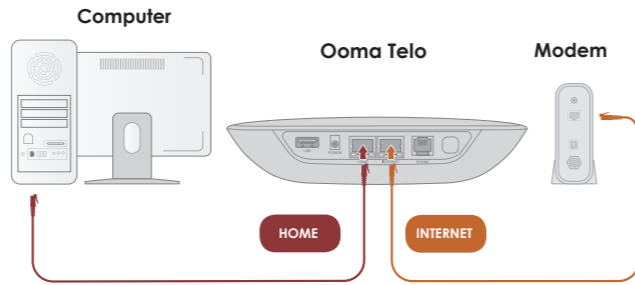
Connecting fax machines and other devices

A standard phone splitter can be used to connect more than one device to the **PHONE** port.

Devices such as fax machines, digital video recorders (DVR) or set-top boxes (STB) use a phone line to make data calls. To complete these types of calls, you must dial *99 prior to the destination phone number. A successful data transfer mainly depends on the speed and quality of your Internet connection.

To learn more, visit: **www.ooma.com/fax**

Ooma Telo
PHONE
Phone Splitter
Phone   Fax, DVR or STB

Connecting your phone jacks

You can link the Ooma Telo to all the phone jacks in your home, allowing you to connect phones in multiple rooms.
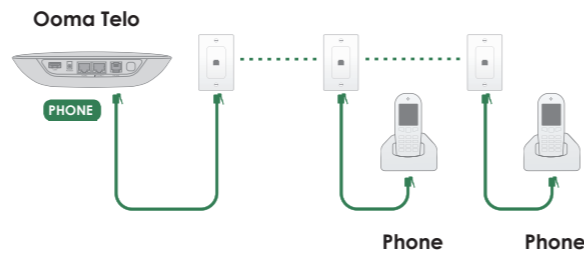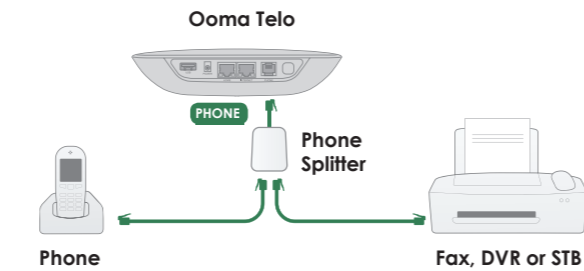
Note: The **PHONE** port on the back of your Ooma Telo is not designed or certified for connecting to your phone company's wiring, whether through the phone jacks in your home or otherwise. In order to avoid an increased risk of fire and/or electrical shock, you must first completely and physically disconnect the telephone company's wiring outside of your house from the phone wiring that is inside of your house, *before* you plug your Ooma Telo into your phone jacks. Please visit **www.ooma.com/homedistribution** before you proceed with connecting your Telo to your phone jacks in this manner.

Ooma Telo
PHONE
Phone   Phone

Add-Ons for Ooma Telo

Ooma HD2 Handset

Unlock the full power of your Ooma Telo. The HD2 Handset lets you enjoy:

• Two-inch color screen with picture caller-ID and Facebook profile pictures
• Unmatched clarity and lifelike sound quality of Ooma PureVoice™ HD
• Convenient access to voicemail, the Instant Second Line, and other enhanced features, right in your hand

Ooma Linx

Need to connect a fax machine or a second phone? The Linx allows you to:

• Wirelessly and securely extend the Ooma service to additional phones and devices anywhere in your home
• Configure it for use with your primary number or as a dedicated second line
• Connect fax machines and other devices via pass-through mode

Ooma Wireless + Bluetooth Adapter

Connect your Ooma Telo wirelessly to your home Wi-Fi network:

• Plug the adapter into the USB port to connect to any Wi-Fi network
• Install your Ooma Telo in a central location in your home
• Convenient access to voicemail and other advanced features
• Supports 802.11b/g/n

With built-in Bluetooth, also enjoy integration between your home and mobile phone:

• Link your mobile phone to your Telo so incoming cellular calls will ring through to your home phones
• Leave your cell phone in the charger without worrying about missing a call
• Enjoy the comfort and convenience of talking on your home phone
• Pairs with up to seven Bluetooth devices

To learn more about these accessories for the Ooma Telo, visit: my.ooma.com/products

Troubleshooting

■ logo is blinking red

A blinking red logo indicates that your Ooma Telo is not operational. It is normal for the logo to blink red for a couple of minutes during boot up. Otherwise, check the following to make sure everything is set up correctly:

• Verify that you have activated your device as described in **Step 1**. If you plugged in your device before going through the activation process, try rebooting it now.

• Check that your network cables are plugged in securely. Verify that the **INTERNET** port is connected to your router (or modem). The LED at the bottom right of the connector will be lit green if the cable is connected properly.

• Check that your Internet connection is working. Try connecting a computer to the **HOME** port and browse to **my.ooma.com**. You should see the login screen for My Ooma. If not, troubleshoot your Internet connection.

• Try rebooting your Telo, modem, and router by pulling out the power and plugging them back in.

■ logo does not light up

Check that the AC adapter is plugged in and power is being supplied to the device.

■ You don't hear the Ooma dialtone

If the Ooma logo is blue but you don't hear a dialtone, check that your phone is correctly plugged into the **PHONE** port.

■ Incoming calls do not ring your home phone

When Do Not Disturb is turned on, the Ooma logo will light up purple and all incoming calls will go directly to voicemail without ringing your phones. To turn off the feature, press and hold the >> button or dial *79 from your phone.

■ You are unable to hear your messages

Check that the speaker hasn't been turned off. Increase the volume level by pressing . The device will say what volume it has been set to.

■ Voice constantly breaks up

Voice quality is dependent on the speed and quality of your Internet connection.

For best results, Ooma recommends that you hardwire your Telo between the modem and router as shown in *Alternative Setup Option A*. This configuration allows phone calls to be intelligently prioritized over other network traffic. You can optimize how Ooma allocates bandwidth by connecting a computer to the **HOME** port, browsing to **setup.ooma.com**, then clicking on the **Advanced** tab.

Ooma Usage Guide

⚙ Basic Operation

Making and receiving calls

To place a call, pick up a phone connected to your Ooma Telo and dial a phone number.

To answer a call, pick up the phone when it rings as you normally would.

Call-waiting
Switch to a second incoming call by pressing the **Flash** key on your telephone handset. The current call will automatically be put on hold. To switch back, press the **Flash** key again.

Blocking caller-ID
Disable your caller-ID on outgoing calls by dialing *67 before you dial out. To disable caller-ID for all calls, visit: **my.ooma.com/privacy**

911 emergency calling
In case of an emergency, dial 911 to reach first responders. For your safety, always keep your address up-to-date at: **my.ooma.com/address**

International and other calling services
A calling plan or prepaid balance is required to call outside the country. Visit **my.ooma.com/prepaid** to get started. Then dial 011 followed by the country code and phone number. Your remaining time will be announced before the call completes.

Note: A prepaid balance is required for 411 calls.

✉ Voicemail

Setting up
Pick up your phone and press the ▶ key on the Ooma Telo. The system will walk you through setting up your PIN and recording a personal greeting.

Playing messages at home
When you have new messages, the ▶ key will blink.

Press the ▶ key to listen to your voicemail through the speaker. You can also listen to messages through your phone. Simply dial your own phone number and follow the voice prompts.

Checking voicemail remotely
There are three ways to check voicemail remotely:

❶ **Phone:** Dial your Ooma number. When the call rolls to voicemail, press the * key and enter your PIN.

❷ **Online:** Listen to and manage your voicemail on the web at: **my.ooma.com/inbox**

❸ **Email:** Forward your voicemail as an MP3 file to your email or mobile phone (requires Ooma Premier). Set up forwarding at: **my.ooma.com/voicemail**

Changing voicemail settings
Pick up the phone connected to your Ooma Telo and press the ▶ key.

From the main menu, select option 2: "Change your settings," then follow the instructions.

♔ Ooma Premier™

Your Ooma Telo comes with a free trial of Ooma Premier, a bundle of over 25 premium calling features. Check out some of our most popular features below!

Making two calls at once
Press the **Flash** key on your handset, and you'll get a new Ooma dialtone.

Forwarding your voicemail
Forward your voicemail to email so you can listen to messages from your smartphone or computer. To set this up, go to: **my.ooma.com/voicemail**

Staying connected on the go
Afraid to miss a call? Set up your Ooma Telo to forward calls to your cell phone. Choose to forward all calls, only when your Internet is down, or to ring your home phone and cell phone at the same time. Set this up any time at: **my.ooma.com/calling**

Blocking telemarketers
Personal and community blacklists have been designed to help you filter out telemarketers and other unwanted callers. To start blocking callers, visit: **my.ooma.com/blacklists**

Choosing a virtual number
Select a number from almost any calling area for a home office or to make it easy for friends and family in another state to reach you. Get started at: **my.ooma.com/numbers**

Identifying callers
Don't recognize the number? Enhanced Caller-ID will look up the caller's name from a national database so you'll have more than just the number to go by.

Monitoring your calls
Listen in as your callers leave their voicemail. The message will be played through the speaker in your Telo. Only answer the phone if you decide you want to take the call.

Setting up 911 notifications
Gain some peace of mind by setting up your Ooma system to send email or text message alerts whenever someone dials 911 from home. To set this up, go to: **my.ooma.com/911**

Using Ooma on your smartphone
Use your Apple or Android smartphone to make phone calls over any Wi-Fi or 3G/4G data connection with the Ooma Mobile app. To get started, go to: **my.ooma.com/mobile**
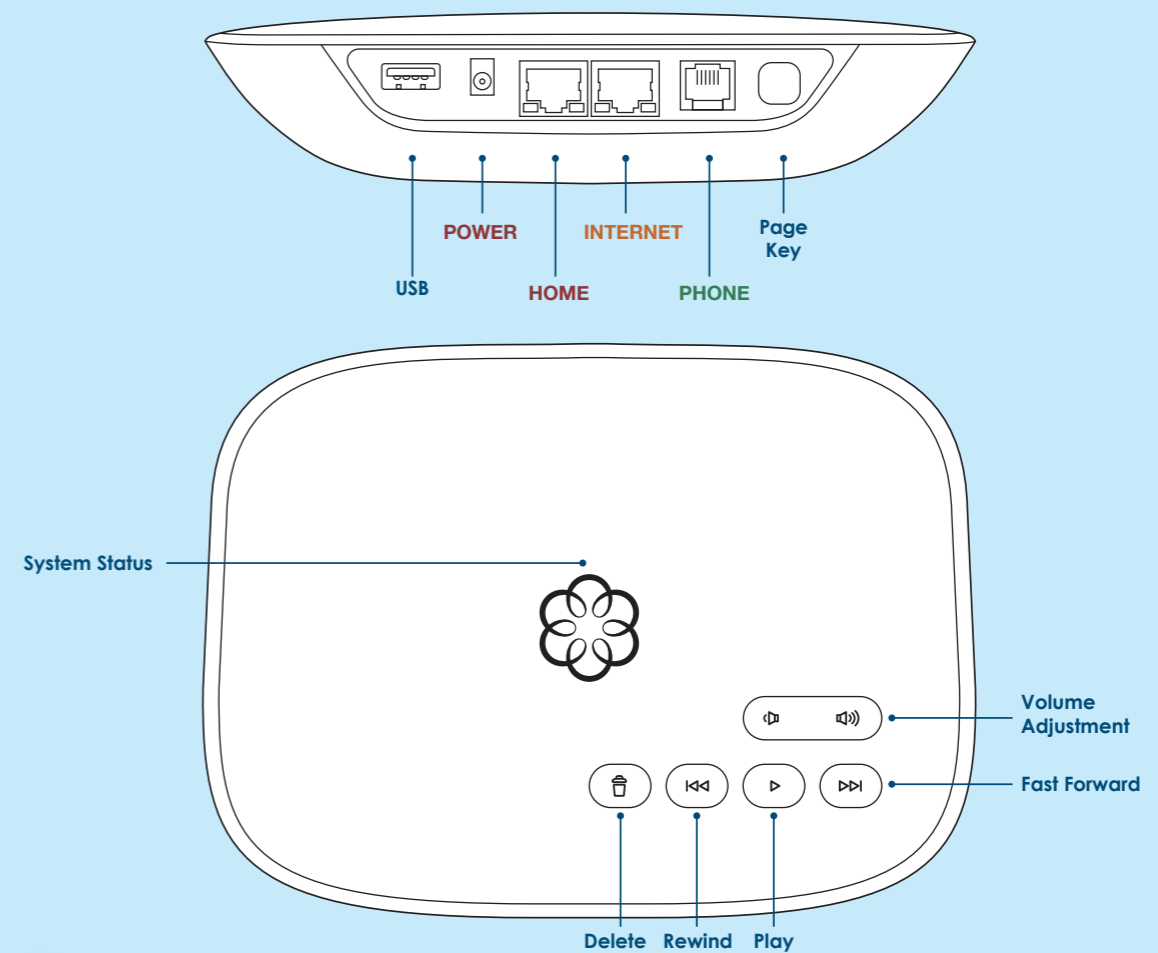
Turning off the ringer
Need some peace and quiet? Just press and hold the >> button or dial *78 on your phone and all your calls will roll straight to voicemail. To deactivate Do Not Disturb, press and hold >> again or dial *79.

And much, much more
Explore all the features and benefits of Ooma Premier: **my.ooma.com/premier**

Quick Reference

POWER   INTERNET   Page Key
USB   HOME   PHONE

System Status

Volume Adjustment
Fast Forward

Delete   Rewind   Play

Solid Blue System Status
Indicates your Ooma service is working. You will hear the Ooma dialtone and all services are operational.

Solid Purple System Status
Indicates your Ooma service is working and Do Not Disturb is enabled. All incoming calls will be directed to voicemail.

Blinking Purple System Status
Indicates your Ooma Telo is downloading a software upgrade. All services are unavailable. Do not unplug your Ooma Telo when it is in this state.

Blinking Red System Status
Indicates your Ooma service is not working. All services are unavailable. You will not hear any dialtone and will not be able to make or receive calls.

White System Status
Indicates your Ooma Telo is not powered on or that brightness is turned all the way down.

Play Key
Press to hear your voicemail messages. Press again to stop playback.
Key will blink when there are new messages.

Fast Forward Key
During voicemail playback, press to skip to the next message.
Press and hold to toggle Do Not Disturb.

Rewind Key
During voicemail playback, press to replay the current message.
During voicemail playback, press twice to skip to the previous message.
Press to adjust brightness of the system status lights.

Delete Key
During voicemail playback, press to delete current message.

Volume Adjustment Key
Press to adjust the volume level.

Page Key (on rear of Telo)
Press to locate your Ooma handsets.
Press-and-hold for three seconds to register a new cordless Ooma device such as an HD2 Handset or Linx.