Ooma Telo® air
Quick Start Guide

✿ ooma®

700-0115-300

Ooma Telo® Air Package Contents

Ooma Telo	Ethernet Cable (7 ft)	AC Adapter (6 ft)	Ooma Wireless Adapter
	a	b	c

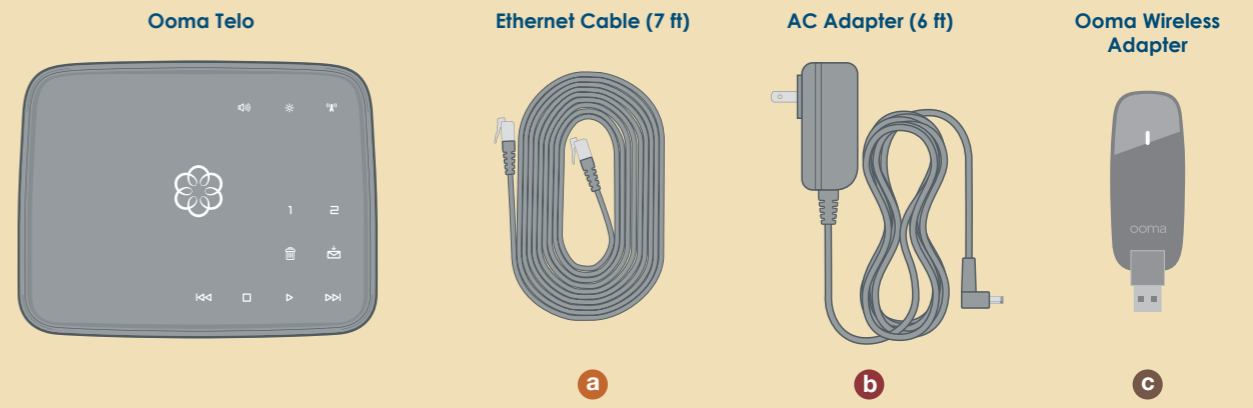### Getting Started

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.

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**
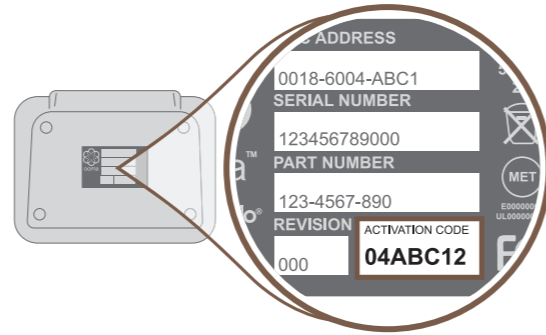Live Customer Care: **1-888-711-OOMA (6662)**

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

The activation wizard will guide you through the process. You'll receive an email confirmation once your device is activated.

ADDRESS
0018-6004-ABC1
SERIAL NUMBER
123456789000
PART NUMBER
123-4567-890
REVISION ACTIVATION CODE
000 **04ABC12**

Next, decide how you want to connect your Telo to your router. There are two options:

Connect via Ethernet
This is the easiest way to get started, but means that your Ooma Telo must be installed next to your router. You can always go wireless later.
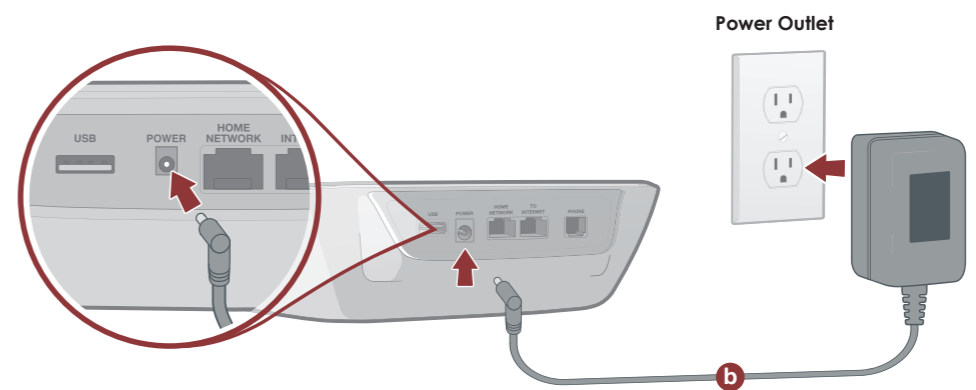
OR

Connect via Wi-Fi®
The Ooma Wireless Adapter gives you the freedom to install the Telo anywhere in your home that has access to your wireless network.

Go to **Step 2: OPTION A**

Go to **Step 2: OPTION B**

Step 2: OPTION A — Connect via Ethernet
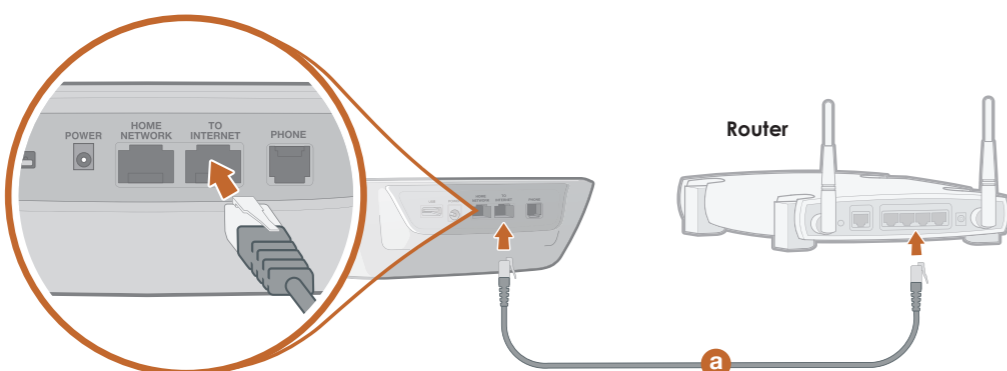
Router

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

Note: If you use Ethernet to connect your Telo, we recommend you begin with this set up. Alternative options are shown on the back side of this guide.

Go to **Step 3**

Step 2: OPTION B — Connect via Wi-Fi
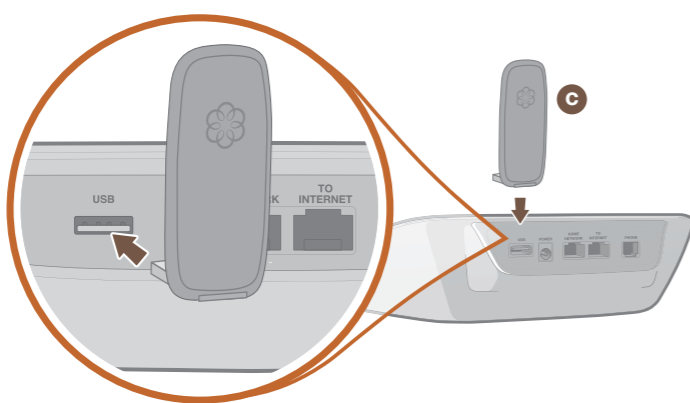
Install the Ooma Wireless Adapter
Plug the adapter c into the USB port on the back of the Telo. Rotate the adapter up for optimal reception.

Note: Your home router must support Wi-Fi to use the Ooma Wireless Adapter.

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 of the Telo.

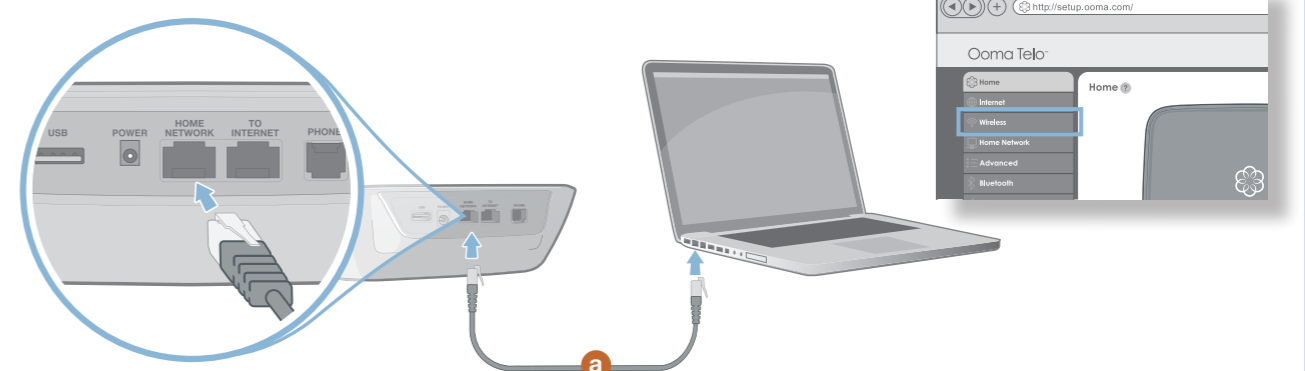Go to **Step 4**

Step 4 — Power On

Power Outlet

Plug in your Ooma Telo
Plug the provided AC adapter b into the **POWER** port. It is normal for the lights on the Telo to blink for a couple of minutes while it boots up.

Go to **Step 5**

## Step 5 — Configure Wireless Network (Wi-Fi only)

Connect a computer to your Ooma Telo
You'll need a computer to complete your wireless setup. Use the included Ethernet cable a and connect a computer to the **HOME NETWORK** port of the Telo.

Configure wireless settings
Browse to **setup.ooma.com**. Click on the **Wireless** tab on the left. Follow the directions on the screen to link the Telo to your home Wi-Fi network. You'll need your wireless network name and password to connect.

Congratulations, You're Done!

The Telo is ready to be used once all the keys turn solid blue. Pick up the phone and listen for the Ooma dialtone to confirm that your set up is complete.

If you connected a computer to the Telo in **Step 5** you may unplug it now.

⚠ If your Telo needs a software upgrade, the Ooma logo will blink purple while it is downloading the newest version. This may take 5-10 minutes.

Do not unplug the Telo while it is upgrading. It will automatically reboot after the upgrade is 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
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
- Update your 911 address
- 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.
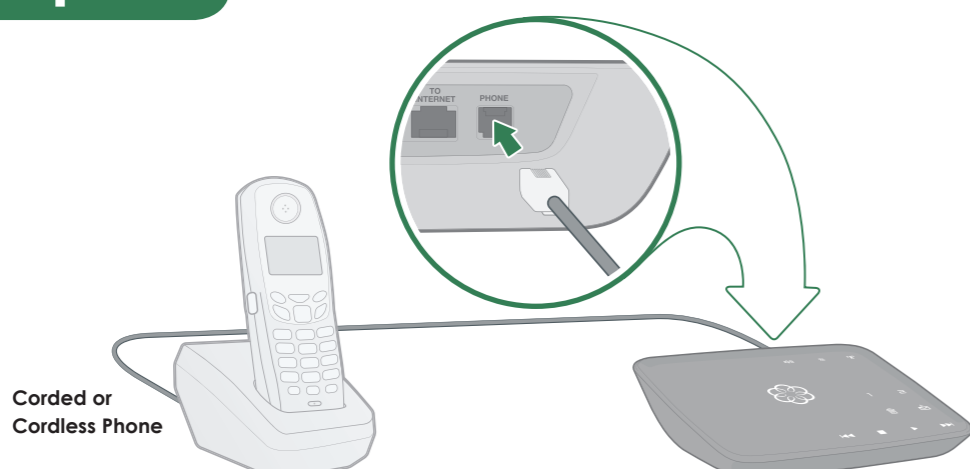
What's Next?

Transfer your phone number
In most areas, you can port your existing number to Ooma for a one-time fee. You must maintain your current phone service 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. Test drive more than 25 premium features during your trial period.

See the *Ooma Premier* section for an overview of our most popular features. To learn more about all the features and benefits included in 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 NETWORK** port of the Telo.

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

3 Reboot your modem and router.

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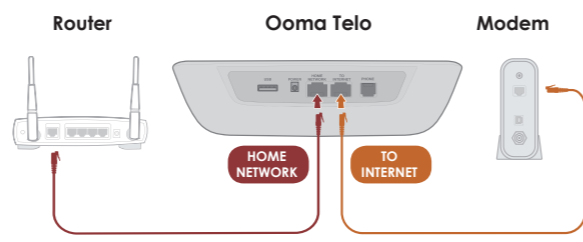
Option B Install Telo between modem and PC

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 NETWORK** port of the Telo.

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

3 Reboot your modem and computer.

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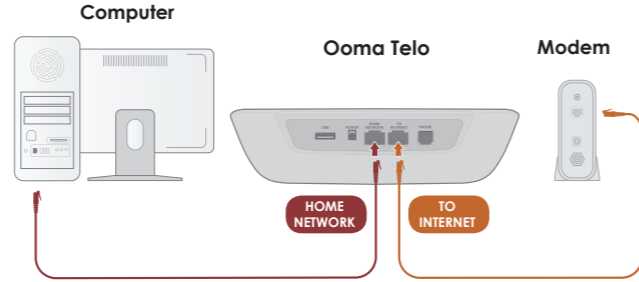
Connecting fax machines and other devices

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 *** 9 9** 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: This advanced set up requires you to disconnect the telephone company from your home phone wiring before plugging it into your Ooma Telo.

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

Ooma Telo   PHONE   Phone   Phone
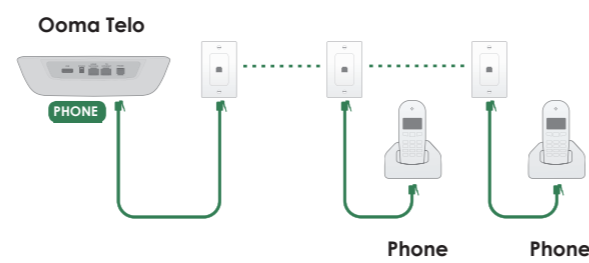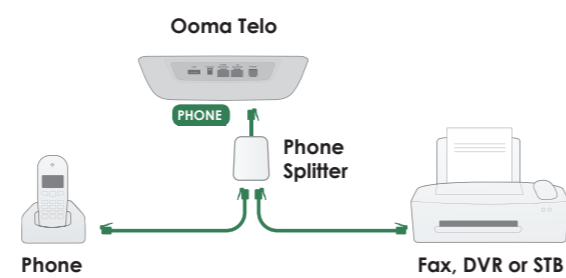
Add-Ons for Ooma Telo

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 Adapter

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

- Plug the adapter into the USB port to connect to any standard 802.11b/g/n wireless network
- Install your Ooma Telo in a central location in your home
- Convenient access to voicemail, call screening, Do Not Disturb, and other advanced features

Ooma Bluetooth Adapter

Enjoy seamless 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
- Pair 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 below to find out what is preventing the Ooma Telo from working:

Logo is blinking red and [ ] [ ] are lit blue
Your Ooma Telo cannot establish a local network connection.

For Ethernet installations: Check that all network cables are plugged in securely. Verify that you have connected the **TO INTERNET** port of the Telo to your router (or modem). The LED at the top of the connector should be lit green. Try rebooting your Telo, modem, and router by pulling out the power and plugging them back in.

For Wi-Fi installations: Try moving the Telo closer to your Wi-Fi router and repeating the directions in **Step 5** to refresh your wireless setup. If you are unable to connect over Wi-Fi, follow the directions in **Step 2: OPTION A** to connect your Telo to your router using Ethernet instead.

Logo is blinking red and [1] [2] are lit blue
Your Telo is unable to register with the Ooma network. 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 Internet connection is working. Try connecting a computer to the **HOME NETWORK** port and browse to **my.ooma.com**. You should see the login screen for My Ooma. If not, troubleshoot your Internet connection.

■ **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.

■ **logo or keys do not light up**
Check that the device is powered on and that the brightness is set at a viewable level. To adjust the brightness, press the ☼ key.

■ **Incoming calls do not ring your home phone**
When Do Not Disturb is turned on, the 🔔 key will be lit solid orange and all incoming calls will go directly to voicemail without ringing your phones. To turn off the feature, press-and-hold the 🔔 key for three seconds.

■ **You are unable to hear your messages**
Check that the speaker hasn't been turned off. Adjust 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 NETWORK** 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 *** 6 7** 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 **9 1 1** 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 **0 1 1** 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 line ▣ key on your Telo, or 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**
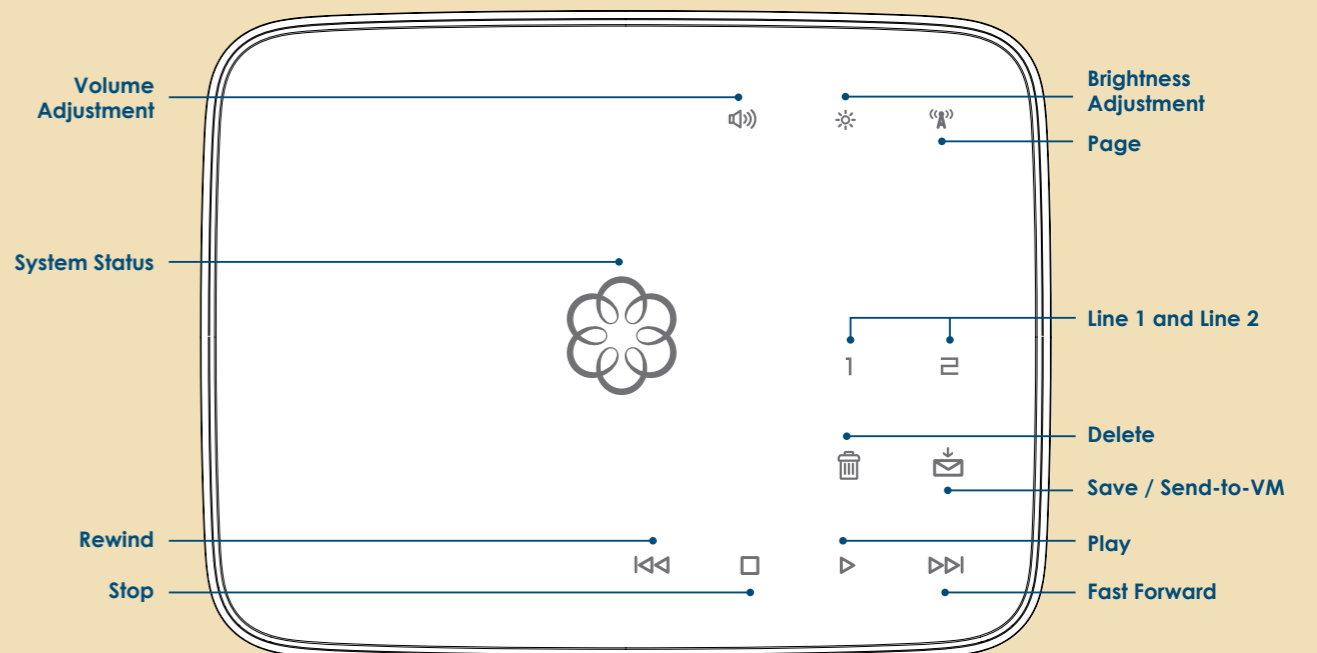
Blocking telemarketers
Personal and community blacklists have been designed to help you filter out telemarketers and other unwanted callers. To start blocking callers, visit: **my.ooma.com/blacklists**

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.

Screening 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 alerts
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 data connection with the Ooma Mobile HD app. To get started, go to: **my.ooma.com/mobile**

Turning off the ringer
Need some peace and quiet? Simply press-and-hold the 🔔 key for three seconds and all your calls will roll straight to voicemail. To deactivate Do Not Disturb, press-and-hold the key again for three seconds.

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

Quick Reference

Volume Adjustment   Brightness Adjustment   Page

System Status

Line 1 and Line 2

Delete

Save / Send-to-VM

Rewind   Play

Stop   Fast Forward

[1] [2] **Line 1 & Line 2 Key**
A solid light shows your active call.
Press the active line to put the call on hold.
Press the other line to switch calls.
Press both lines at the same time to create a 3-way conference call.

▶ **Play Key**
Press to hear your voicemail messages.
Key will blink when there are new messages.

▶▶ **Fast Forward Key**
Press to skip to the next message.

◀◀ **Rewind Key**
Press to replay the current message.
Press twice to skip to the previous message.

□ **Stop Key**
Press to stop playing messages.

🗑 **Delete Key**
During playback, press to delete current message.

📥 **Save / Send-to-VM Key**
During playback, press to save current message
Press to transfer an active call to voicemail.
Press-and-hold for three seconds to turn Do Not Disturb on or off (a solid orange light means Do Not Disturb is on).

🔊 **Volume Adjustment Key**
Press to adjust the volume level.

☼ **Brightness Adjustment Key**
Press to adjust the brightness level.

📶 **Page Key**
Press to locate your Ooma handsets.
Press-and-hold for three seconds to register a new cordless Ooma device such as a handset.

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

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.

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

White System Status
Indicates your Ooma Telo is not powered on or that the brightness is turned down (check the brightness level). If there is no power, you will not hear any dialtone and will not be able to make or receive calls.