Ooma Telo™
Quick Start Guide

✿ ooma™

700-0108-100

Ooma Telo™ Package Contents

Ooma Telo	Ethernet Cable	Phone Cable	AC Adapter
	a	b	c
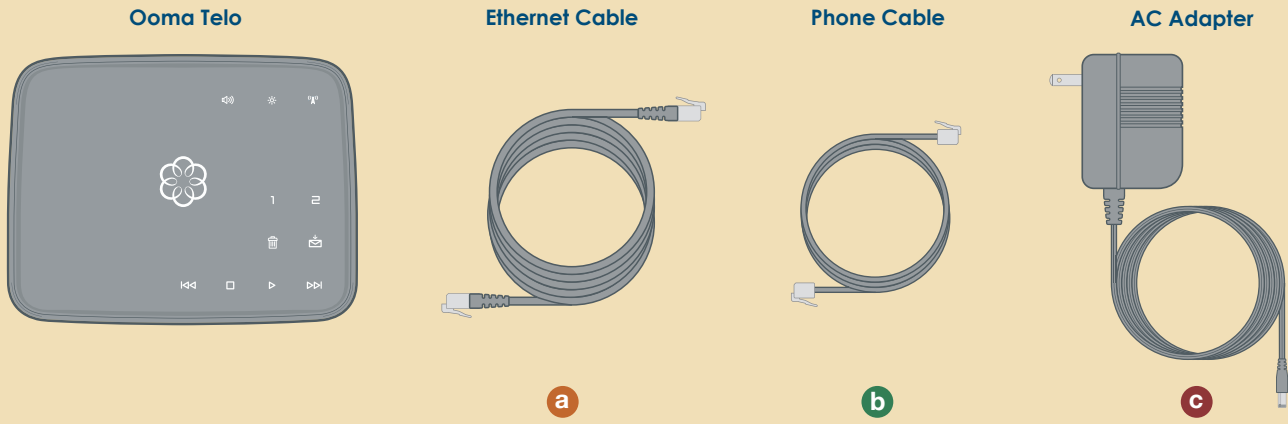
Getting Started

Installing Ooma™ is easy – most users are up and calling in less than 15 minutes. This guide will step you through the setup of Ooma Telo as well as the basics of using the Ooma service.

Go to Step 1

Have a Question or Need Assistance?

Here is where you can look for help:

Frequently asked questions: **www.ooma.com/faq**
Online knowledgebase: **www.ooma.com/support**
User manuals: **www.ooma.com/userguide**
Community forum: **forums.ooma.com**
Live customer support: **1-888-711-OOMA (6662)**

Step 1 — Activate Online

Begin by activating your Ooma Telo device online. Open a web browser to: **http://www.ooma.com/activate**

Select your phone number, register your 911 address and create your My Ooma account. At the end of the activation process, we recommend that you download a copy of the User Guide in case you need to refer to it during the installation process: **www.ooma.com/userguide**

Go to Step 2

Step 2 — Connect Your Network

⚠️ **Turn Off Network Devices**
Before continuing, we recommend that you turn off your modem and router.

Identify whether you have a standalone router (modem and router are two separate devices) or an integrated modem/router (modem and router are combined into one device).

Then select from the following two options:

Option A: Separate modem and router:
Installing the Ooma Telo betwen your modem and router will result in the best voice quality. This setup allows Ooma to prioritize your phone calls over other network traffic.

Go To Option 2A

OR

Option B: Integrated modem/router:
Installing the Ooma Telo behind your integrated modem/router will be very straightforward, but be aware that other network traffic can disrupt the quality of your phone calls.

Go To Option 2B

Option 2A — Connect Between Your Modem and Router (Recommended)

Modem
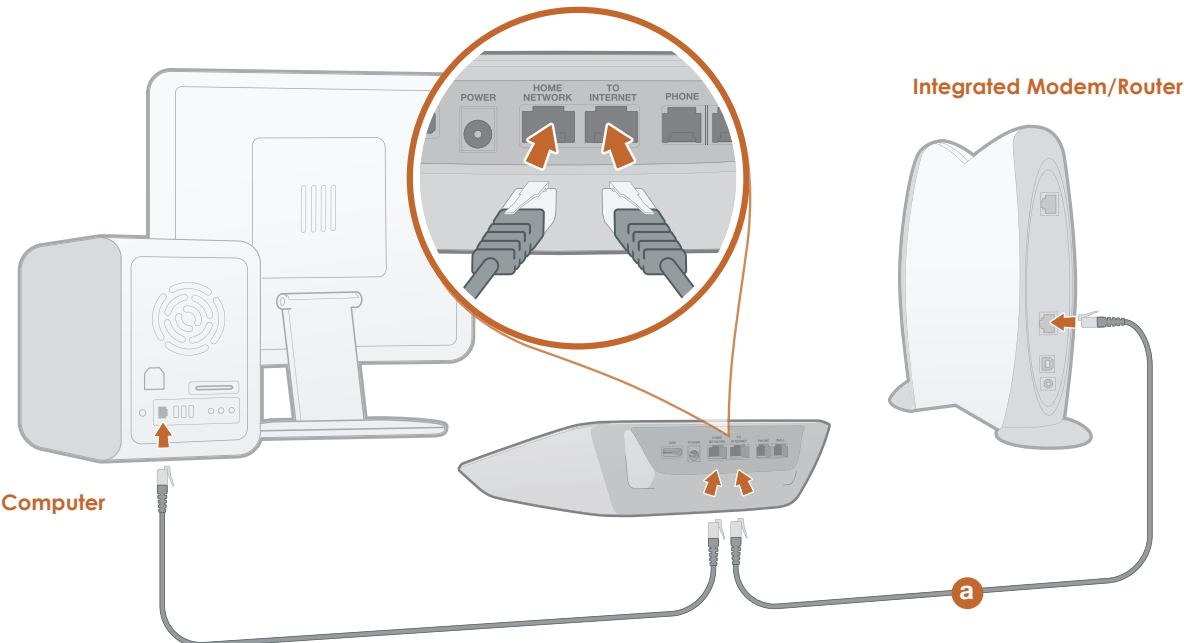
Router

a
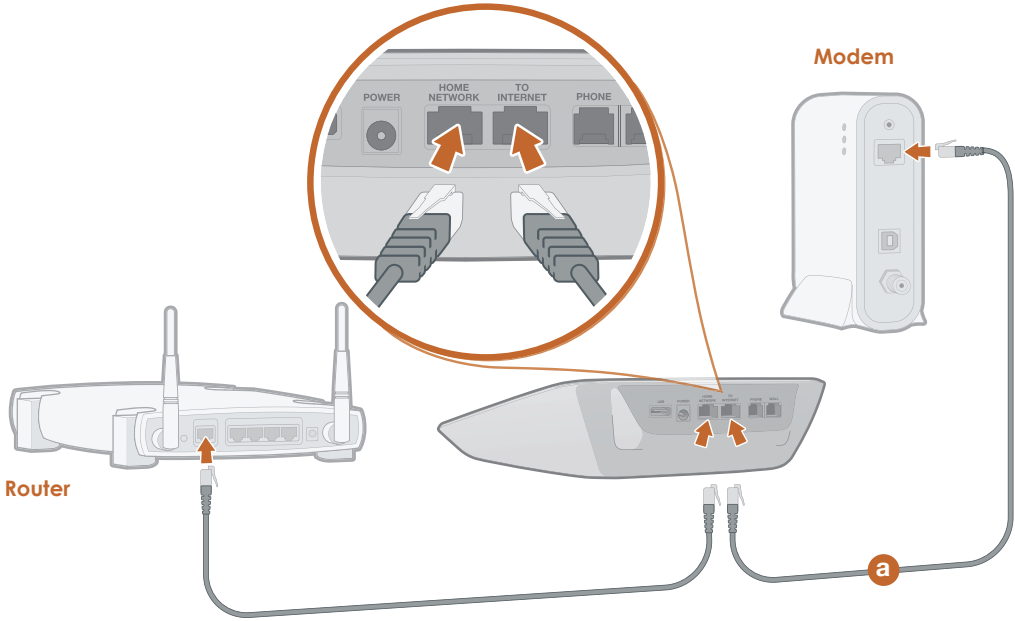
Connect Ooma Telo to your router
Unplug the Ethernet cable from your modem and plug it into the **HOME NETWORK** port. The other end of this cable should be connected to the "WAN" or "Internet" port on your router.

Connect Ooma Telo to your modem
Using the Ethernet cable **a** provided, connect the **TO INTERNET** port of Ooma Telo to the Ethernet port on your modem.

Go to Step 3

Option 2B — Connect Behind Your Integrated Modem/Router

Integrated Modem/Router

Computer

a

Connect your computer to Ooma Telo (optional)
If your computer is connected directly to your router, disconnect the end plugged into the router and plug it into the **HOME NETWORK** port. This allows Ooma to prioritize your phone calls.

Connect Ooma Telo to your integrated router
Using the Ethernet cable **a** provided, connect the **TO INTERNET** port to any available Ethernet port on your integrated modem/router.

Go to Step 3

Step 3 — Connect Your Phone

Corded or Cordless Phone

b
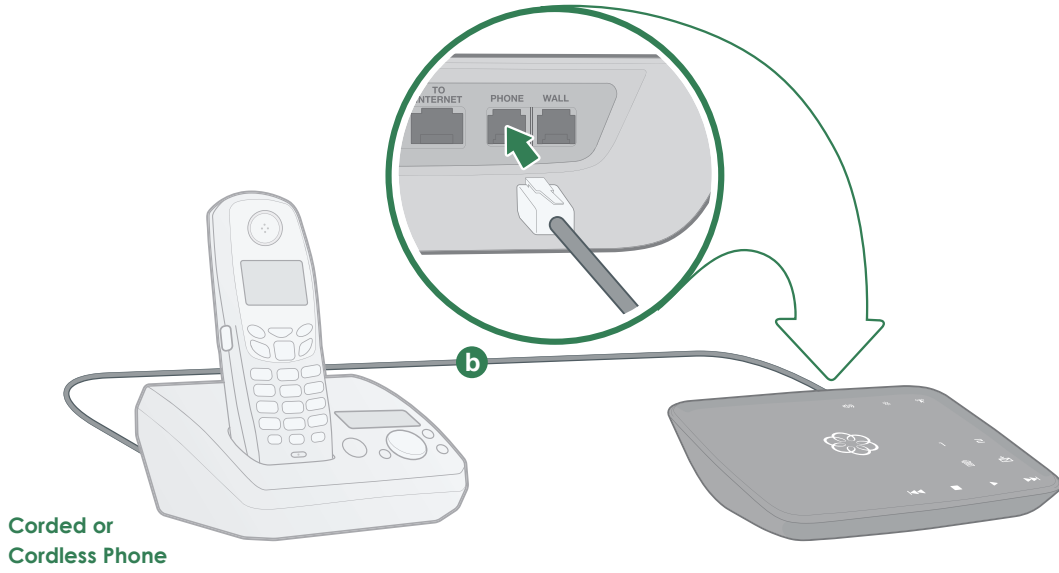
Ooma HD Handset
Did you know you can also use Ooma Telo with up to six wireless Ooma HD handsets? To learn more, check out the *Ooma Usage Guide* section on the back of this guide.
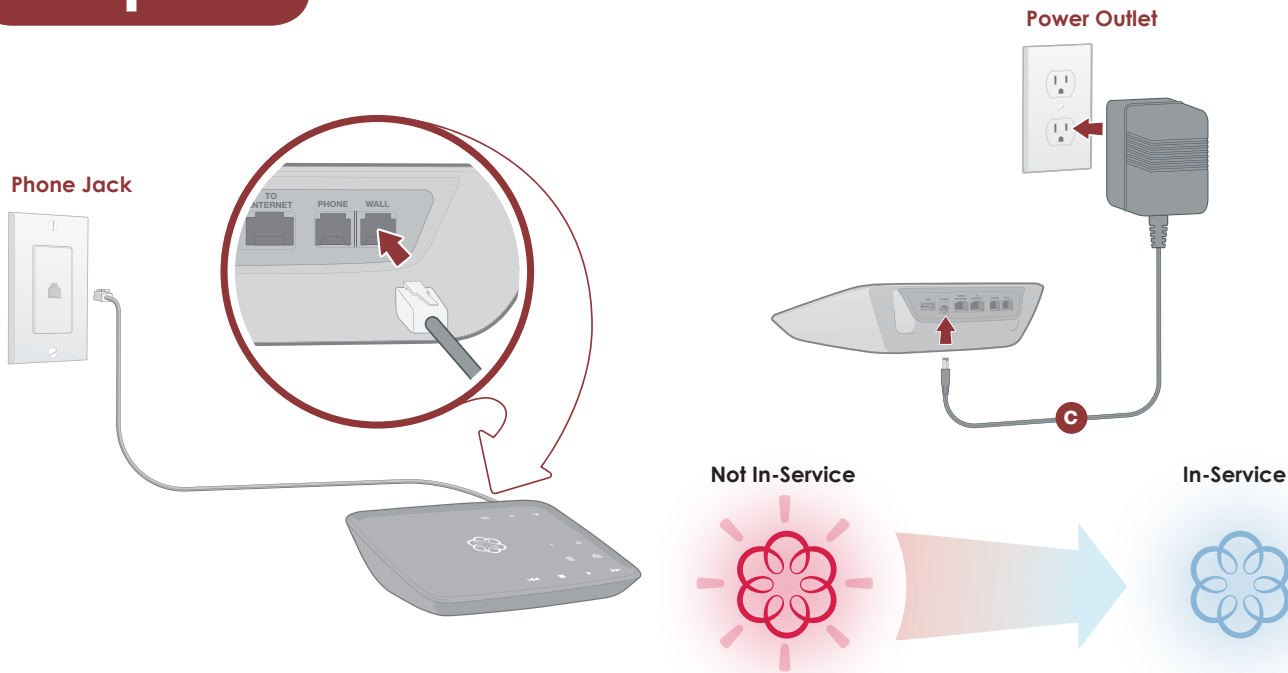
Plug your phone into Ooma Telo
Using the phone cable **b** provided, connect your corded phone or cordless phone base station to the **PHONE** port of Ooma Telo.

Go to Step 4

Step 4 — Finish Installation

Phone Jack

Power Outlet

Not In-Service   In-Service

c

Connect Ooma Telo to your landline (required only with landline option)
If during activation you selected to use Ooma with your landline, you **MUST** connect the **WALL** port to your phone jack. If your DSL and phone service are on the same incoming line, **you must connect the WALL port to your phone jack through a DSL filter.**

Power up
Plug the AC adapter **c** provided into the **POWER** port, then turn on your modem and router. The Ooma logo will start to blink red as it boots up. Within 60 seconds, the Ooma logo should turn blue. To confirm Ooma is working, pick up the phone and listen for the signature Ooma dialtone.
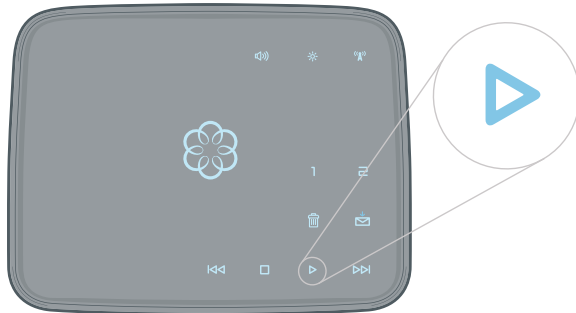
Congratulations, You're Done! What's Next?

Place your first phone call
Use the phone connected to Ooma Telo and dial just like you always have.

Setup your voicemail
Pick up the phone connected to Ooma Telo and press the ▶ key. Follow the voice prompts.

Check out My Ooma
Get the most out of your Ooma system by visiting:

http://my.ooma.com

You'll be able to check your voicemail and call logs, configure your preferences, update your 911 address and more!

Transfer your number
In most cases, you can port your existing phone number to Ooma for a nominal fee. If you plan to do so, it's important to know the process typically takes 3-4 weeks and you must maintain your existing phone service until the port completes.
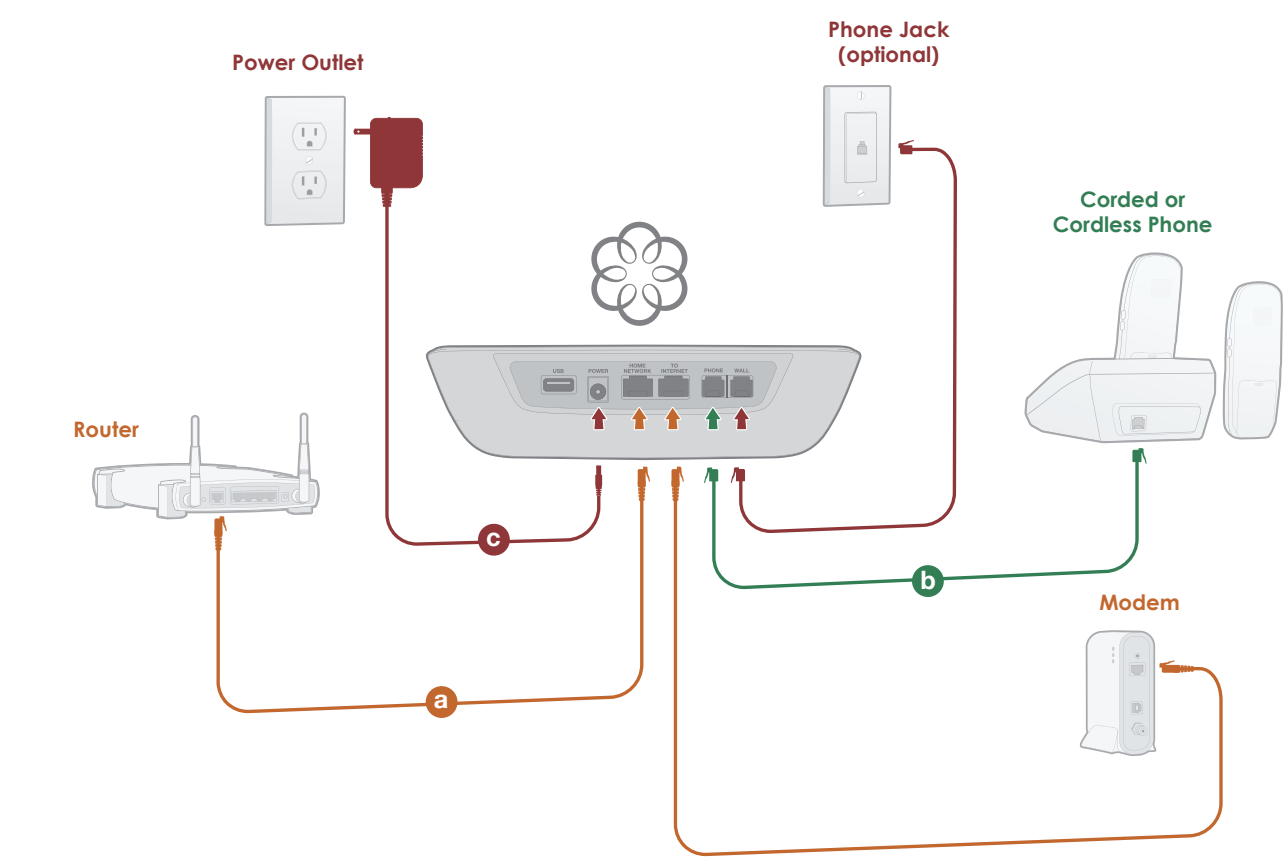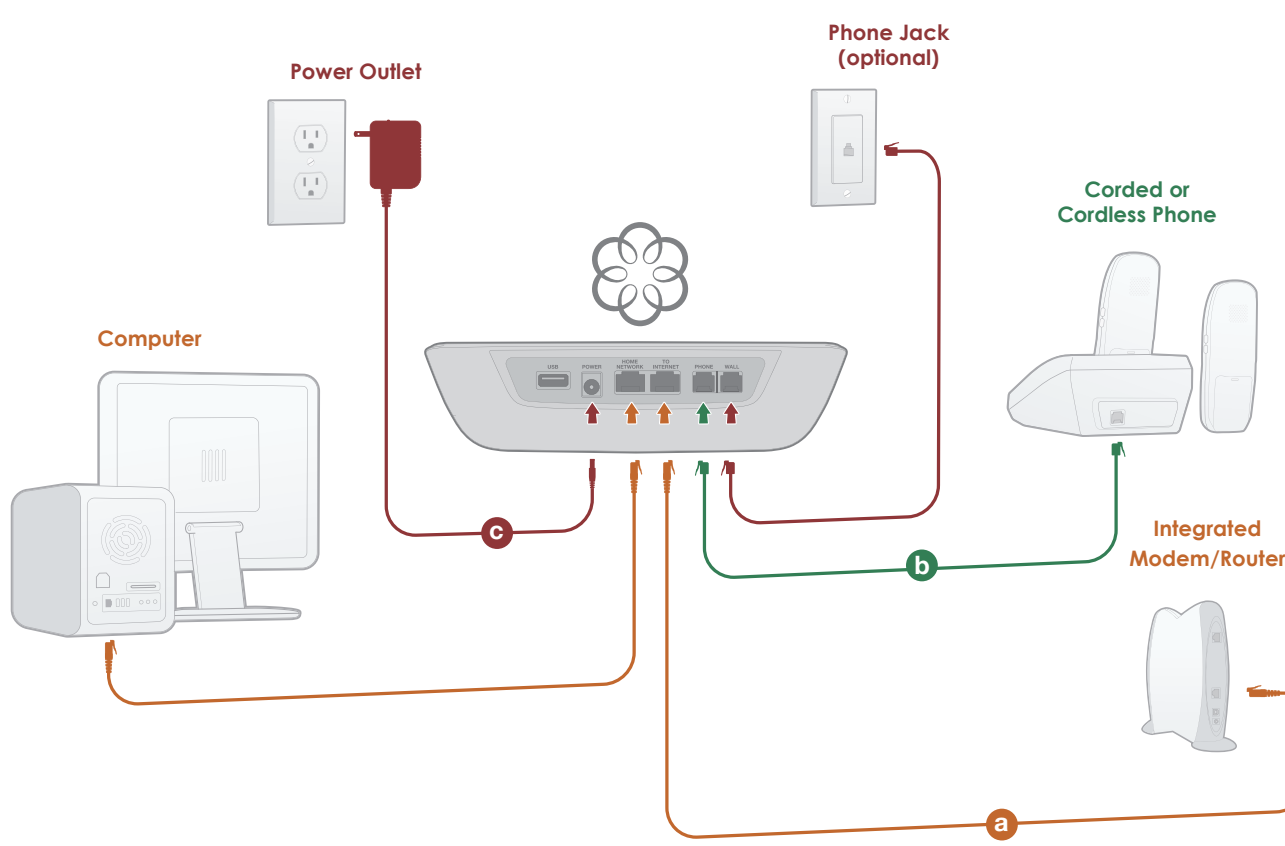
To learn more, visit:
www.ooma.com/port

See completed setup on backside

Completed Setup Diagrams

Option A Ooma Telo connected between your modem and router

Power Outlet
Phone Jack (optional)
Corded or Cordless Phone
Router
Modem

Option B Ooma Telo connected behind your integrated modem/router

Power Outlet
Phone Jack (optional)
Corded or Cordless Phone
Computer
Integrated Modem/Router

Advanced Setup Options

Connecting a fax machine
A standard phone splitter can be used to connect a phone and fax machine to the **PHONE** port of the Ooma Telo.

When placing fax calls, you must dial ✱ 9 9 prior to dialing the destination fax number. Successful faxing mainly depends on the quality of your Internet connection.

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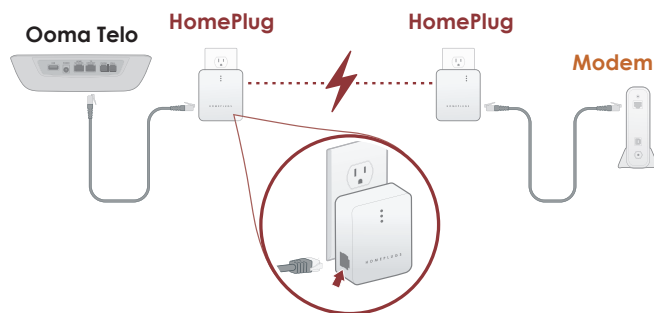

Ooma Telo
Phone Splitter
Phone
Fax
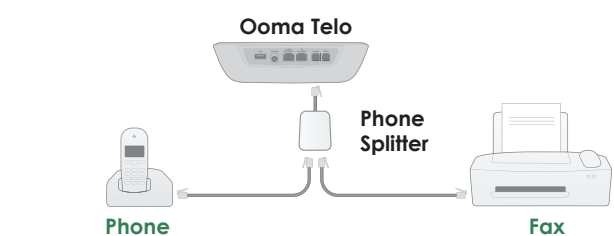
Relocating your Ooma Telo
If you want to place your Ooma Telo in a more convenient location, you can use HomePlug (powerline) adapters.

These devices can extend your broadband connection to any room using your electrical wiring. With HomePlug, you'll be able to connect Ooma Telo anywhere in your home where you have a power outlet.

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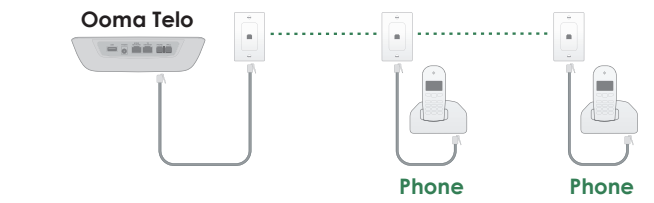

Ooma Telo
HomePlug
HomePlug
Modem

Distributing dialtone to all phone jacks
You can use Ooma Telo to distribute dialtone to all phone jacks in your home, allowing you to use multiple phones with Ooma.

This advanced setup requires disconnecting your home phone wiring from your telephone company before connecting it to Ooma Telo.

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

Ooma Telo
Phone
Phone

Troubleshooting

● ✿ or keys do not light up
Check that the device is properly powered and that the brightness is set at a viewable level. To adjust the brightness level, press the ✿ key.

● 1 and 2 are solidly lit up
The Ooma Telo is unable to register with the Ooma network. Verify that your Internet connection is working by connecting a computer to the **HOME NETWORK** port and browsing to a website such as: **www.ooma.com**

● 🗑 and ✉ are solidly lit up
The Ooma Telo cannot get a network connection. Review the completed setup diagram and check that your network cables are plugged in correctly. The **TO INTERNET** port should show a green light. Reboot any network devices, such as modems and routers.

● ▷ and ▶▶ are solidly lit up
A phone line is not detected. Check that the **WALL** port is plugged into a working phone jack. Applies only if you selected the option to use Ooma with a landline backup.

● Incoming calls do not ring your phone
When *Do not Disturb* is turned on, the ✉ key will be solid 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.

● ✿ is blinking red
Check if your high-speed Internet connection is working by browsing to **www.ooma.com** from a computer. Make sure all network cables are plugged in snugly and that the **TO INTERNET** port shows a green light. Reboot the Ooma Telo device and any other network devices, such as modems and routers, by pulling out the power and plugging it back in. Wait a few minutes for everything to boot up.

Note: If you are using Ooma with a landline backup, check that the **WALL** port is plugged into a working phone jack.

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

● Voice sounds stuttery or constantly breaks up
Voice quality is dependent on the consistency of your Internet connection. For best results, Ooma recommends that Ooma Telo be connected between the modem and router as shown in *Completed Setup Diagrams* Option A. This allows your phone calls to be intelligently prioritized over other network traffic.

You can optimize how ooma prioritizes your network traffic by opening your web browser to **http://setup.ooma.com**. Note that this page can only be accessed from a computer connected directly to or behind the **HOME NETWORK** port of the Ooma Telo.

Ooma Usage Guide

✿ Basic Operation

Making and receiving calls
To place a call, pick up a phone connected to the Ooma Telo and dial the phone number.

To answer a call, pick-up the phone when it rings.

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

Blocking Caller-ID
Disable your caller-ID on outgoing calls by dialing ✱ 6 7 before you dial out. Visit **my.ooma.com** to disable caller-ID for all calls.

911 emergency calling
When you dial 9 1 1 , your address will automatically be transmitted to first responders (as long as your community is enabled for enhanced 911). For your safety, always keep your current address up-to-date at **my.ooma.com**.

International and other calling services
To place an international call, dial 0 1 1 followed by the country code and phone number. Your prepaid balance will be announced before the call completes.

Note: To make international calls and access other premium services such as 411, you must charge-up your prepaid account at **my.ooma.com**.

♛ Ooma Premier™

The features described below are bundled as part of Ooma Premier™. Your system comes with a free trial. To learn more, visit: **www.ooma.com/premier**.

✉ Enhanced 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**.

❸ **Email:** Forward your voicemail as a MP3 file to your email or mobile phone. Set this up at **my.ooma.com**.

Changing voicemail greetings
Pick up the phone connected to Ooma Telo and press the ▷ key. From the main menu, select option 2: "Change your settings". Then select option 2: "Change your personal greeting".

📱 Advanced Features

Making two calls at once
Simply press the line 2 key or **Flash** key on your handset and you'll get a new Ooma dialtone.

Three-way conferencing
With calls on both lines, you can press the 1 2 keys simultaneously to bridge both lines together.

Call forwarding and Multi-Ring
Afraid to miss a call? Setup your Ooma system to forward calls to your cell phone. Choose to forward all calls, only when your Internet is down, or ring your home phone and cell phone at the same time. Set this up anytime at **my.ooma.com**.

Blocking telemarketers
Blacklists have been designed to help you filter out telemarketers and other unwanted callers. Visit **my.ooma.com** to start your personal blacklist.

Choosing a virtual number
Your Ooma system supports multiple phone numbers. Add numbers from 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**.
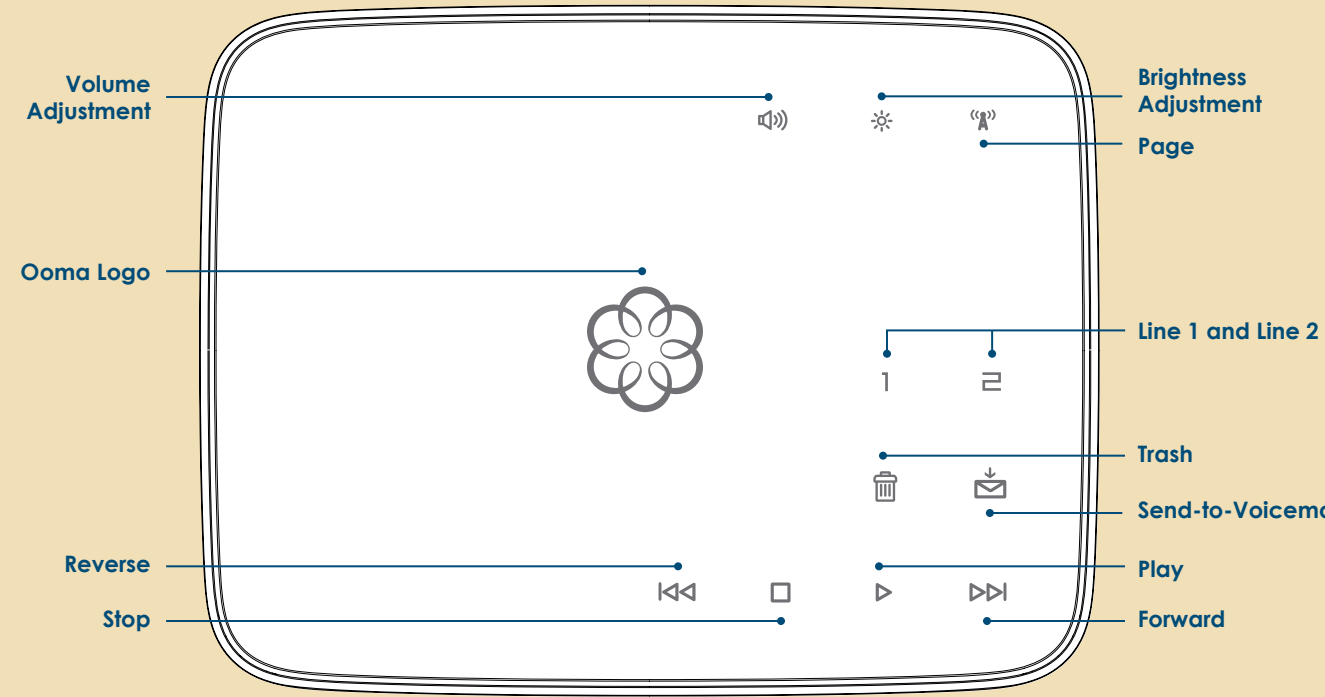
Screening your calls
Listen in as your callers leave their voicemail. The message will be played through the speaker. Answer the phone if you decide you want to take the call.

And much more
Check out other Ooma Premier features at: **www.ooma.com/premier**

Ooma HD Handset

With the Ooma HD handset, you'll unlock the full power of Ooma Telo and enjoy:

• Clear, interference-free conversations using DECT 6.0 digital technology
• Twice the sound clarity with Ooma HD Voice when calling friends and family using Ooma Telo
• Additional features only available on the handset such as the Instant Second Line™
• Convenient access to other enhanced features right in your hand, including voicemail, call screening, ringtones, and more!

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

Quick Reference

Volume Adjustment
Brightness Adjustment
Page
Ooma Logo
Line 1 and Line 2
Trash
Send-to-Voicemail
Reverse
Play
Stop
Forward

1 2 Line 1 & Line 2 Key
A solid light shows your active call.
Press the current line to put the call on hold.
Press the other line to switch to the other call.
Press both 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.

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

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

□ Stop Key
Press to stop playing messages.

🗑 Trash Key
Press to delete the current message during playback.

✉ Send-to-Voicemail Key
Press to save the current message during playback.
Press to transfer an active call to voicemail.
Press-and-hold for three seconds to turn *Do not Disturb* on or off (a solid light indicates that all calls are sent directly to voicemail).

◁)) 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 HD handset.
Press-and-hold for three seconds to register a new Ooma HD handset.

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

Blinking Red Ooma Logo
Indicates your Ooma service is not working. All services are unavailable. You will not hear any dialtone and will be unable to make or receive calls.
If you're using Ooma with a landline, you will hear regular dialtone and can make and receive calls using your landline. Calling charges may apply.

White Ooma Logo
Indicates Ooma device is not powered or that the brightness is turned down (check the brightness level). If there is no power, you will not hear any dialtone and will be unable to use your phone.