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.

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.

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  OR  Go to Step 2: Option B

Step 2: Option A
Connect via Ethernet

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.

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

Step 2: Option B
Connect via Wi-Fi™

Install the Ooma Wireless Adapter
Plug the adapter into the USB port on the back of the Telo. Rotate it upward for optimal reception.

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

Step 3
Connect Your 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

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.

Go to Step 5

Step 5
Configure Wireless Network (Wi-Fi only)

Configure wireless settings
Access the Ooma Wireless Adapter settings. Click on the Wireless tab on the left. Follow the directions on the screen to link your Ooma Wireless Adapter to your home Wi-Fi network.

Congratulations, You’re Done!

The Telo is ready to be used once the logo lights up blue. Pick up the phone and listen for the Ooma dialtone to confirm that your setup is complete.

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

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.

Step 6
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
Ooma HD2 Handsel
Unlock the full power of your Ooma Telos. The HD2 Handsel lets you enjoy:
- Two high-color screens with picture caller-ID and Facebook profile picture.
- Sync your contacts from Outlook, Miic Address Book, Google, Yahoom, and other sites.
- Support High-definition voice calls to bring you an amazing voice quality.
- Full integrations with Ooma Premier features such as the Instant Second Line™,
- Voicemail Monitoring and Do Not Disturb mode.
- Connect access to voicemail and other enhanced features, right in your hand.
- Speakerphone mode and a headphone jack.

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 other parts of your home.
- Connect a standard fax machine or other telephone devices.
- Full integrations with Ooma Premier features such as the Instant Second Line™,
- Premium Add-Ons for the Ooma Telos.
- Connect fax machines and other telephony devices via clear channel mode.

Troubleshooting
- **Logos is blinking red**
  A blinking red logos indicates that your Ooma is not operational. It is normal for the logo to blink red for a couple of minutes during boot up. Also, the following to make sure everything is set up correctly:
  - Verify that you have activated your device as described in Step 1. If you failed in your device before going through the activation process, try initiating it now.
  - For Ethernet installations: Check that your Ethernet connection is working. If the Internet port on the back of your Ooma Telos 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 increased risk of the and/or electrical switch, you must first completely and physically disconnect the telephone company's wiring outside of your house from the wiring that is made of your house, before you plug your Ooma Telos into your phone jacks. Visit www.myooma.com/homestead NONINFRINGEMENT before you proceed with connecting your Telos/your phone/jacks in this manner.
- **Logos does not light up**
  Check that the AC adapter is plugged in and powered up. The adapter may not be functioning properly.
- **You don't hear the Ooma dialtone**
  The Ooma dialtone is a faint beeping sound that indicates the Ooma service is operational. If you are unable to hear the dialtone, try the following:
  - Connect the Telo between your modem and router as shown in Alternative Setup Option A. The 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 Internet network traffic. You can optimize how Ooma allocates bandwidth by connecting a computer to the Internet.
- **Volume Adjustment**
  You are unable to hear your messages
  Check that the speaker has been turned off. Increase the volume level by pressing up. The device will say “Call volume has been reset. You can adjust the volume level by pressing down. The device will say “Call volume has been reset. You can adjust the volume level by pressing down. The device will say “Call volume has been reset. You can adjust the volume level by pressing down.

Quick Reference
- **Forwarding your voicemail**
  Forward your voicemail to an email or mobile phone.
- **Voicemail**
  Pick up your phone and press the key on your phone. The system will play your messages. When you receive a message, you can dial your own phone number and press the voice prompts.
- **Checking voicemail remotely**
  There are three ways to check voicemail remotely:
  - phone: Dial your Ooma number. When the call rolls to voicemail, press the key and enter your PIN.
  - Email: Forward your voicemail as an MS Outlook. To forward your phone or mobile phone (require Ooma Premier).
- **Setting up voicemail connections**
  Pick up your phone connected to your Ooma Telos and press the key. From the main menu, select option 2: “Change your telephone number.”
- **Telo Troubleshooting**
  Ooma Premier™
  Your Ooma Telos 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 a call**
  Forward your telephone to an email or mobile phone.

- **Voicemail**
  Pick up your phone and press the key on your phone.

- **Telo Troubleshooting**
  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 other parts of your home.
- Connect a standard fax machine or other telephone devices.
- Full integrations with Ooma Premier features such as the Instant Second Line™,
- Premium Add-Ons for the Ooma Telos.
- Connect fax machines and other telephony devices via clear channel mode.

Troubleshooting
- **Logos is blinking red**
  A blinking red logos indicates that your Ooma is not operational. It is normal for the logo to blink red for a couple of minutes during boot up. Also, the following to make sure everything is set up correctly:
  - Verify that you have activated your device as described in Step 1. If you failed in your device before going through the activation process, try initiating it now.
  - For Ethernet installations: Check that your Ethernet connection is working. If the Internet port on the back of your Ooma Telos 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 increased risk of the and/or electrical switch, you must first completely and physically disconnect the telephone company's wiring outside of your house from the wiring that is made of your house, before you plug your Ooma Telos into your phone jacks. Visit www.myooma.com/homestead NONINFRINGEMENT before you proceed with connecting your Telos/your phone/jacks in this manner.
- **Logos does not light up**
  Check that the AC adapter is plugged in and powered up. The adapter may not be functioning properly.
- **You don't hear the Ooma dialtone**
  The Ooma dialtone is a faint beeping sound that indicates the Ooma service is operational. If you are unable to hear the dialtone, try the following:
  - Connect the Telo between your modem and router as shown in Alternative Setup Option A. The 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 Internet network traffic. You can optimize how Ooma allocates bandwidth by connecting a computer to the Internet.
- **Volume Adjustment**
  You are unable to hear your messages
  Check that the speaker has been turned off. Increase the volume level by pressing up. The device will say “Call volume has been reset. You can adjust the volume level by pressing down. The device will say “Call volume has been reset. You can adjust the volume level by pressing down.

Quick Reference
- **Forwarding your voicemail**
  Forward your voicemail to an email or mobile phone.
- **Voicemail**
  Pick up your phone and press the key on your phone. The system will play your messages. When you receive a message, you can dial your own phone number and press the voice prompts.
- **Checking voicemail remotely**
  There are three ways to check voicemail remotely:
  - phone: Dial your Ooma number. When the call rolls to voicemail, press the key and enter your PIN.
  - Email: Forward your voicemail as an MS Outlook. To forward your phone or mobile phone (require Ooma Premier).
- **Setting up voicemail connections**
  Pick up your phone connected to your Ooma Telos and press the key. From the main menu, select option 2: “Change your telephone number.”
- **Telo Troubleshooting**
  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 other parts of your home.
- Connect a standard fax machine or other telephone devices.
- Full integrations with Ooma Premier features such as the Instant Second Line™,
- Premium Add-Ons for the Ooma Telos.
- Connect fax machines and other telephony devices via clear channel mode.

Troubleshooting
- **Logos is blinking red**
  A blinking red logos indicates that your Ooma is not operational. It is normal for the logo to blink red for a couple of minutes during boot up. Also, the following to make sure everything is set up correctly:
  - Verify that you have activated your device as described in Step 1. If you failed in your device before going through the activation process, try initiating it now.
  - For Ethernet installations: Check that your Ethernet connection is working. If the Internet port on the back of your Ooma Telos 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 increased risk of the and/or electrical switch, you must first completely and physically disconnect the telephone company's wiring outside of your house from the wiring that is made of your house, before you plug your Ooma Telos into your phone jacks. Visit www.myooma.com/homestead NONINFRINGEMENT before you proceed with connecting your Telos/your phone/jacks in this manner.
- **Logos does not light up**
  Check that the AC adapter is plugged in and powered up. The adapter may not be functioning properly.
- **You don't hear the Ooma dialtone**
  The Ooma dialtone is a faint beeping sound that indicates the Ooma service is operational. If you are unable to hear the dialtone, try the following:
  - Connect the Telo between your modem and router as shown in Alternative Setup Option A. The 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 Internet network traffic. You can optimize how Ooma allocates bandwidth by connecting a computer to the Internet.
- **Volume Adjustment**
  You are unable to hear your messages
  Check that the speaker has been turned off. Increase the volume level by pressing up. The device will say “Call volume has been reset. You can adjust the volume level by pressing down. The device will say “Call volume has been reset. You can adjust the volume level by pressing down.