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.

**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:
- 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.

**Step 2** Connect To Your Router

Connect the Ooma Telo to your router using the included Ethernet cable. 

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.

**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.

**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.

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.

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

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: 1-888-711-6662 (US) 1-866-929-6662 (Canada)

More information on the other side
Add-Ons for Ooma Telo

Ooma H2D Handset

Unlock the full power of your Ooma Telo. The H2D handset lets you:

- Two inch color screen with picture caller-ID and photo backdrops.
- Unmatched clarity and rich delivery of the Ooma HD2™ audio.
- Dedicated Answer and End buttons.
- Manual dialing and redial.
- Handsfree and speakerphone.
- Access Instant Second Line and other enhanced features.

Supports HD2™, HD2 Pro and HD2™ Pro+.

Ooma Linx

Connect your Ooma Telo to your home Wi-Fi network. Plug the adapter into the USB port to connect to any Wi-Fi network. Includes a multi-line feature that will allow you to use your Ooma Telo to call two phones at once.

With built-in Bluetooth, also enjoy integration between your home and mobile phone: Use your mobile phone to make or receive calls, as well as incoming calls will go directly to voicemail without ringing your phones. To turn off this feature, press and hold the Home and Search buttons on your mobile phone.

- Wirelessly and securely extends the Ooma service to additional phones and devices.
- Configuring it is easy with your primary number or a dedicated second line.
- Connect fax machines and other devices via standard tone.

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.
- Use your Ooma Telo to call two phones at once.
- Supports HD2™, HD2 Pro and HD2™ Pro+.

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

Troubleshooting

- If you don't hear the Ooma dialtone when you dial out, press the * button. You may be dialing outside your local area.
- If your line is not ringing when people call you, check your phone number.
- If your phone is ringing but you are unable to hear your messages, you may need to increase the volume level on your phone.
- If you hear noise or distortion during a call, you may need to adjust the volume level on your phone.
- If you are unable to hear your messages, you may need to adjust the speaker volume on your phone.
- If you cannot hear your messages, you may need to increase the volume level on your phone.

Quick Reference

System Status

- Internet: Check your Internet connection.
- Voice: Check your phone connection.
- Power: Check your power connection.
- Phone: Check your phone connection.

Soft-Click Key

- Play Key: Play your voicemail messages. Press again to stop playback.
- Play Key: Play your voicemail messages. Press again to stop playback.

In-Caller Key

- Play Key: Play your voicemail messages. Press again to stop playback.
- Play Key: Play your voicemail messages. Press again to stop playback.

Incoming Ring Key

- Play Key: Play your voicemail messages. Press again to stop playback.
- Play Key: Play your voicemail messages. Press again to stop playback.

Outgoing Ring Key

- Play Key: Play your voicemail messages. Press again to stop playback.
- Play Key: Play your voicemail messages. Press again to stop playback.

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.

**Alternative Setup Options**

**Option A: Install Telo between modem and router**

1. Locate the Ethernet cable that connects your modem to your router. Unplug the modem 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.

**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 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 computer and modem.

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 sides recorders (DVR) or set-top boxes (STB) use a phone jack to make data calls. To connect these types of devices, the device must be connected to a data port or a separate data port on your network. A successful data transfer mainly depends on the speed and quality of your Internet connection.

To learn more, visit: www.ooma.com/faq

Connecting your phone jacks

You can connect your phone jacks to your Ooma Telo, allowing you to connect multiple 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 jack 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/homestead/instructions prior you proceed with connecting your Telo to your phone jacks in this manner.

Troubleshooting

- If you plugged in your device but the logo does not light up, try rebooting your Telo, modem, and router by unplugging the modem and plugging it into the HOME port, then unplugging the modem and plugging it into the HOME port again.
- If your line is not ringing when people call you, check your phone number.
- If your phone is ringing but you are unable to hear your messages, you may need to increase the volume level on your phone.
- If you hear noise or distortion during a call, you may need to adjust the volume level on your phone.
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