

## Have a question or need assistance?

**Ooma has a wealth of available resources if you need assistance.**

**Support articles.** Access our comprehensive knowledge base at [support.ooma.com](https://support.ooma.com)

**User manuals.** Access this guide and all other product manuals at [ooma.com/userguide](https://ooma.com/userguide)

**Forums.** Talk with fellow Ooma customers and our support staff at [forums.ooma.com](https://forums.ooma.com)

**Live chat.** Still having trouble? Chat with a service representative at any time at [support.ooma.com](https://support.ooma.com)

Speak with a support specialist M–F, 5am–5pm PST, or Sat/Sun 8am–5pm PST at 1-877-629-1284



525 Almanor Avenue, Suite 200  
Sunnyvale, CA 94085

Learn more at [www.ooma.com](https://www.ooma.com)  
or call 1-877-950-6662

© 2020 Ooma, Inc. All rights reserved. Patent Pending. Ooma, Ooma Telo, Ooma Connect 4G Adapter, Ooma Premier, Ooma HD2 Handset, Ooma HD3 Handset, Ooma Linx, Ooma Home Security, and the Ooma logo are trademarks or service marks of Ooma, Inc. Other company and product names mentioned herein are trademarks of their respective companies. Mention of third-party products is for informational purposes only and constitutes neither an endorsement nor a recommendation. Ooma assumes no responsibility with regard to the performance or use of these products. P/N: 700-0300-100

## Ooma<sup>®</sup> Telo 4G with Battery Backup

### Quick Start Guide



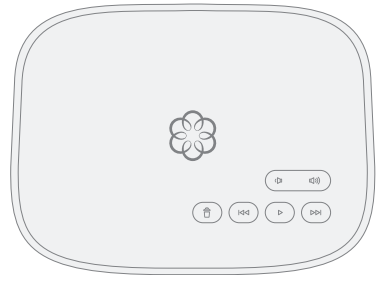
# Contents

- Getting Started . . . . . 4
  - Step 1: Get the Ooma Setup App. . . . . 5
  - Step 2: Connect 4G LTE Adapter to Base Station . . . . . 6
  - Step 3: Plug in Ethernet Cable (Optional) . . . . . 7
  - Step 4: Connect Battery Backup . . . . . 8
  - Step 5: Power on the Base Station . . . . . 9
  - Step 6: Connect a Phone . . . . . 10
- You’re All Set! . . . . . 11
- What’s Next? . . . . . 11
- Telo Base Station Quick Reference . . . . . 12
- Status Lights . . . . . 13
- Battery Backup Quick Reference . . . . . 14
- Warnings . . . . . 14
- Ooma Usage Guide . . . . . 15
- Ooma Premier Features . . . . . 16
- Troubleshooting . . . . . 18
- Add-Ons for Ooma Base Station . . . . . 19

# Getting Started

Installing Ooma is easy! This guide will walk you through downloading the Ooma Setup app, installing the Base Station, and creating your Ooma account. You will finish by connecting the Ooma Battery Backup and testing your setup in different locations to find the best signal strength.

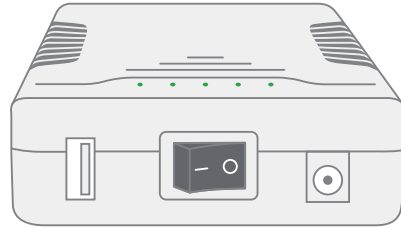
## Package Contents



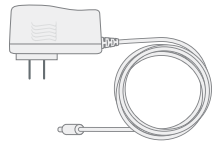
Ooma Telo Base Station



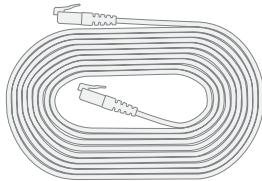
Ooma 4G LTE Adapter



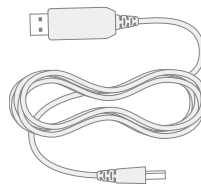
Ooma Battery Backup



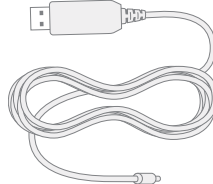
AC Adapter



Ethernet



USB Power Cables



## STEP 1

# Get the Ooma Setup App

The easiest way to set up your Base Station is to download the Ooma Setup app on your iPhone or Android smartphone.



To install the app, open the app store on your phone and search for the Ooma Setup app. Alternatively, scan the QR code with your phone's camera. Once the app is installed, follow the instructions to create your account, set up the 4G LTE Adapter, select a phone number, and more.

If you don't have a smartphone or if you cannot install the app, you can also register from your computer. Just visit [ooma.com/activate](https://ooma.com/activate) and follow the instructions. You can also call our support team at 1-888-711-662 for assistance.

## STEP 2

### Connect 4G LTE Adapter to Base Station

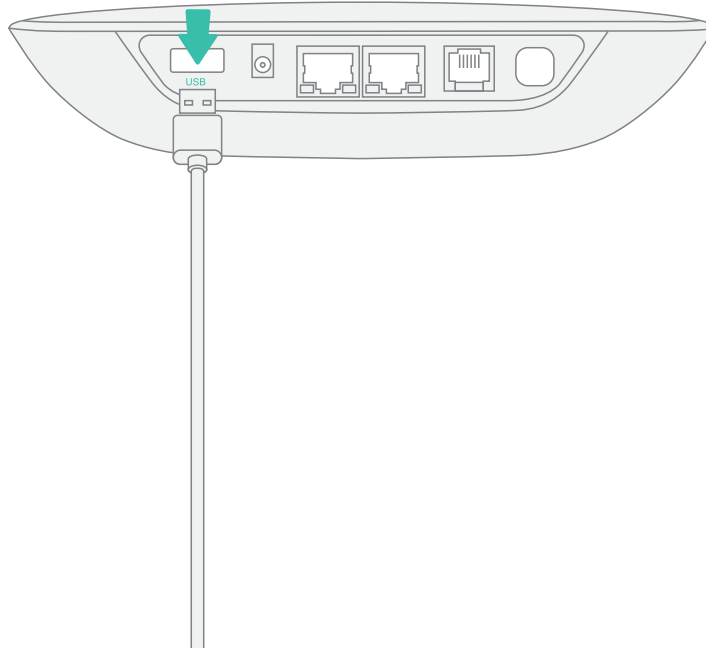
Make sure your Base Station is unplugged. Use the provided USB cable to connect the 4G LTE Adapter to the **USB** port on the back of the Base Station.

#### 4G PLACEMENT ADVISORY

For the best 4G signal, the 4G LTE Adapter should be placed in an area of your house with good cellular reception. It should ideally be located as close as possible to a window.

The adapter should not be placed in a corner, against a wall, or within 5 feet of a large metal object like a water heater or refrigerator.

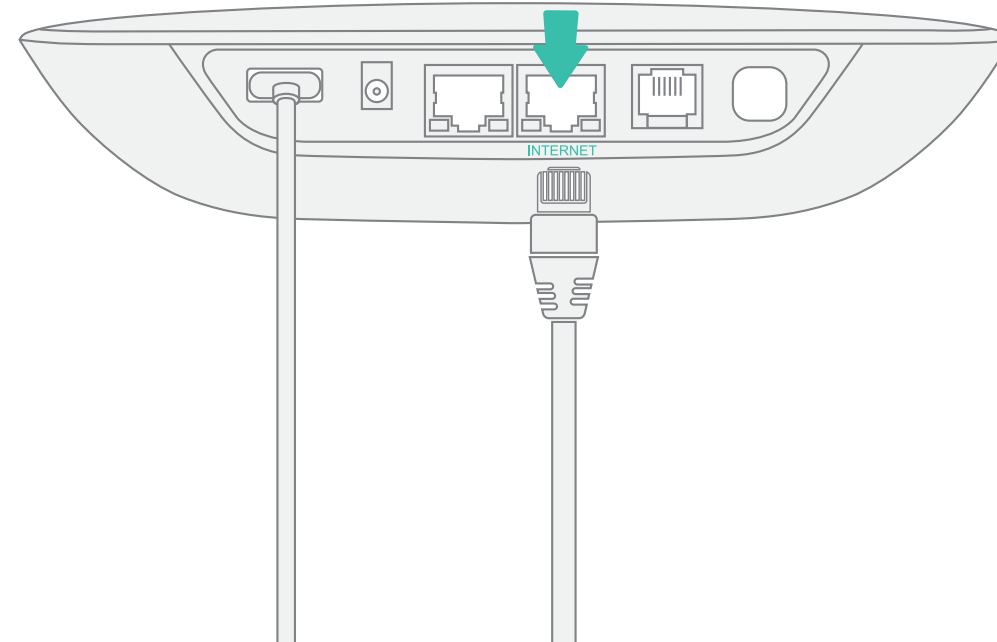
After completing **STEP 5**, simply move the 4G LTE Adapter and wait for approximately 10 seconds. The app will show the signal strength of the adapter's current location.



## STEP 3

### Plug in Ethernet Cable (Optional)

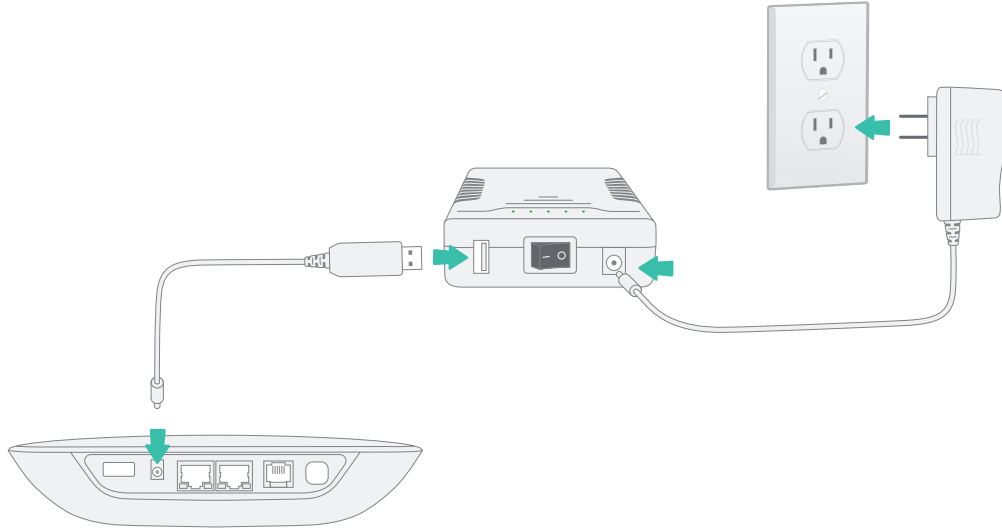
If you plan to use the Ooma 4G LTE Adapter as a backup Internet connection, use the included Ethernet cable to connect your Base Station to your existing router. Insert one end of the Ethernet cable into the **INTERNET** port on the back of the Base Station. Connect the other end of the cable to an open port on your router.



#### STEP 4

### Connect Battery Backup

Use the included USB power cable to connect the Battery Backup to the Base Station. Then use the AC adapter to connect the Battery Backup to a wall outlet, as shown below. Turn the Battery Backup's power switch to **ON**.

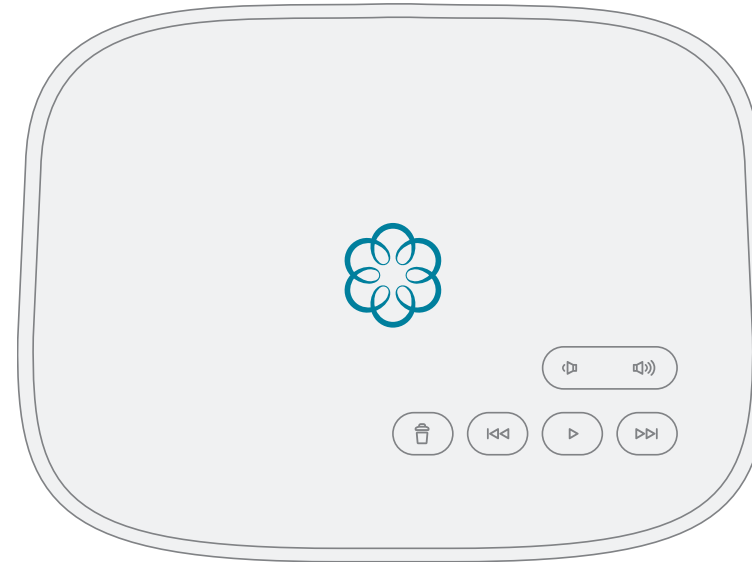


With this configuration, the Battery Backup will charge from the wall outlet while also powering the Base Station. If your power goes out, the Battery Backup will continue to power the Base Station.

#### STEP 5

### Power on the Base Station

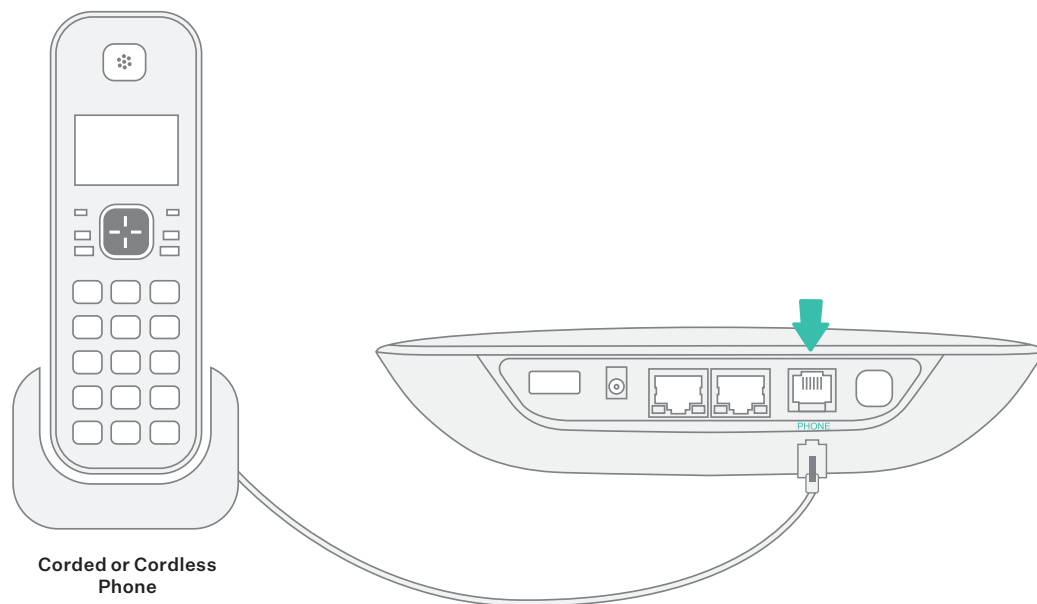
The first time you power on the Base Station, it will need to download software updates. This process can take up to 45 minutes. While the system is updating, the light on the front of the Base Station may cycle between red, purple, and blue. You will know your system is ready for use when the light has remained blue for more than 10 minutes.



## STEP 6

### Connect a Phone

Make sure your Base Station is powered on and that it has downloaded any updates. Use a phone cord to connect your existing corded or cordless phone to the **PHONE** port on the back of the Base Station.




### You're All Set!

Pick up the phone and listen for the Ooma dial tone to confirm that your setup is complete.

#### Make your first phone call

Pick up the phone you connected to the Ooma Base Station and dial like you normally would. Call a friend or family member and experience firsthand the quality of Ooma PureVoice™ technology. While you're at it, you might want to tell them about Ooma!

#### Set up your voicemail

Pick up the phone connected to the Ooma Base Station and press the  key on the Base Station. The system will walk you through configuring your account and recording a personal greeting.

### What's Next?

#### Check out My Ooma

Access your online control panel at [my.ooma.com](https://my.ooma.com). There, you'll unlock your system's full functionality:

- 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!

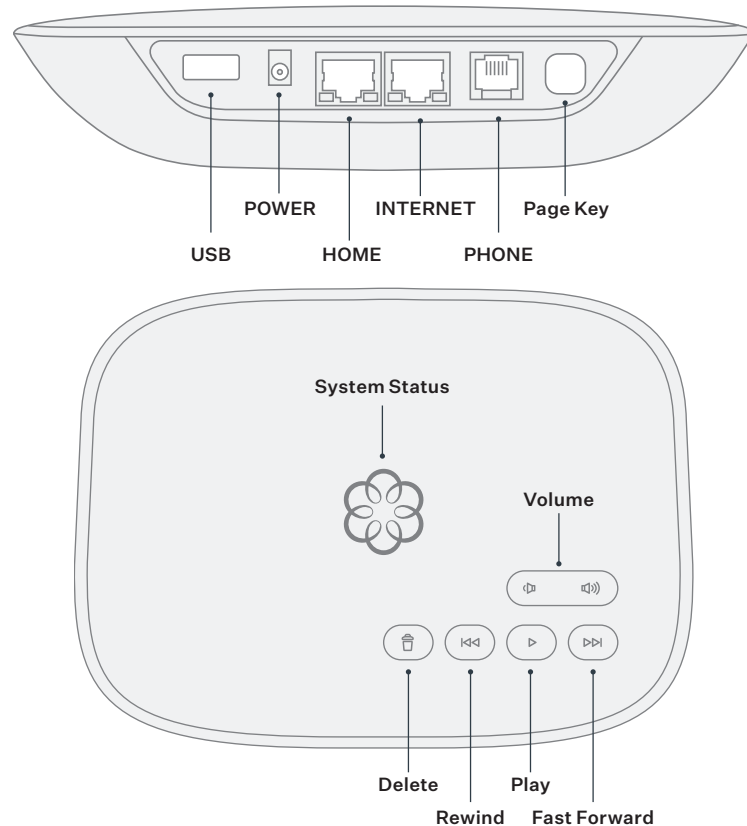
The first time you log in, our Setup Wizard will help you configure our most popular features.






#### 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. This usually takes about 1–3 weeks.

To check availability, to learn more, or to get started, please visit: [my.ooma.com/port](https://my.ooma.com/port)

# Telo Base Station Quick Reference



-  **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 once to replay the current message and twice to skip to the previous message.
- Press to adjust brightness of the status light.
-  **Delete Key** During voicemail playback, press to delete the current message.
-  **Volume Adjustment Key** Press to adjust the volume level.
- Page Key** (on rear of Base Station) Press to locate your Ooma handsets. Press-and-hold for three seconds to register a new cordless Ooma device such as an HD3 Handset or Linx.

# Status Lights

## Base Station



**Solid Blue System Status** Indicates that all Ooma services are operational. You will hear the Ooma dial tone when you pick up the phone.



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



**Blinking Purple System Status** Indicates that your Base Station is not connected to an Ooma account, or that it must update its software.



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



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

## 4G LTE Adapter



**Blinking Blue, Green, and Red Adapter** is completing its first boot cycle.



**Solid Yellow Adapter** is booting up after its first boot cycle.



**Blinking Green Adapter** is powered on but searching for signal.



**Solid Blue Adapter** is connected with excellent signal strength.

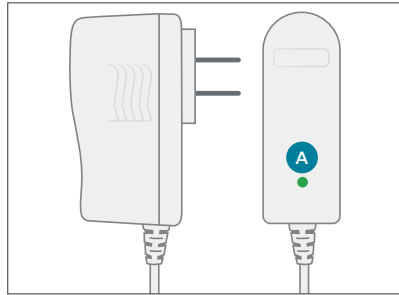


**Solid Green Adapter** is connected with good signal strength.



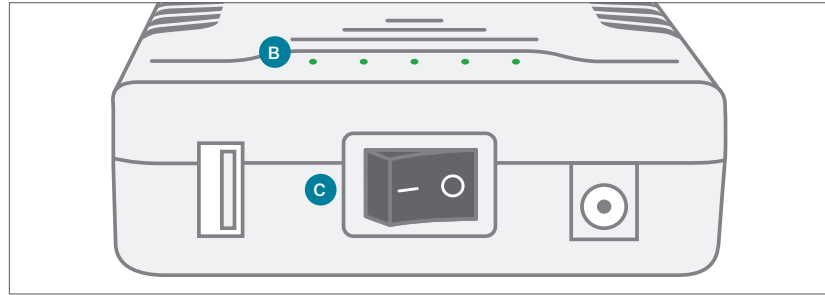
**Blinking Red Adapter** is missing its SIM or the SIM is inserted incorrectly.

## Battery Backup Quick Reference



### A Charging LED (AC adapter)

Lights up **red** when Battery Backup is charging, lights up **green** when Battery Backup is fully charged



### B LED Power Gauge

Show the Battery Backup's approximate power level. More LEDs indicates a higher power charge.

### C Power Switch

Turn to the **I (ON)** position to use the Battery Backup as a backup and the **O (OFF)** position to circumvent the Battery Backup.

## Warnings

- Take care to avoid exposure to extreme temperatures, fire, and water.
- Do not jostle the Battery Backup or subject it to undue force.
- Do not throw the Battery Backup.
- Store the Battery Backup in a cool, dry, indoor area.
- Do not modify or disassemble the Battery Backup.
- Ensure that all cables are plugged in correctly and that they are inserted without force.
- Use only the provided AC adapter to charge the Battery Backup.
- If any liquid from the Battery Backup gets into your eyes, do not rub. Instead, rinse your eyes with water and consult a doctor immediately.

## Ooma Usage Guide

### Basic Operation

#### Making and receiving calls

To place a call, pick up a phone connected to your Ooma Base Station 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](https://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](https://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](https://my.ooma.com/prepaid) to get started, then dial **011** followed by the country code and phone number. Your remaining balance 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 Base Station. 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.







## Ooma Premier Features

### Checking voicemail remotely

There are three ways to check voicemail remotely:

1. **Phone:** Dial your Ooma number. When the call rolls to voicemail, press the  key and enter your PIN
2. **Online:** Listen to and manage your voicemail on the web at: [my.ooma.com/inbox](https://my.ooma.com/inbox)
3. **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](https://my.ooma.com/voicemail)

### Changing voicemail settings

Pick up the phone connected to your Ooma Base Station and press the  key.

From the main menu, select **OPTION 2:** “Change your settings,” then follow the instructions.

Ooma Premier is a bundle of enhanced calling features that will get your home phone service firing on all cylinders. Here are some of the most popular features and benefits of a Premier subscription:

### Making two calls at once

Use your Ooma HD3 Handset to activate the Instant Second Line™ for a fresh dial tone while you have an active call.

### 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](https://my.ooma.com/voicemail)

### Staying connected on the go

Afraid to miss a call? Set up your Ooma account to forward calls to your cell phone. Choose between forwarding for all calls, forwarding only when your Internet is down, or simultaneously ringing both your cell phone and your home phone. Set this up at: [my.ooma.com/calling](https://my.ooma.com/calling)

### Blocking telemarketers

Call blocking lists are designed to help you filter out telemarketers and other unwanted callers. To start blocking calls, visit: [my.ooma.com/preferences/call\\_blocking](https://my.ooma.com/preferences/call_blocking)

### 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](https://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 Base Station. If you decide to take the call, just pick up the phone to interrupt the message.









### 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 your home phone. To set this up, go to: [my.ooma.com/911](https://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](https://my.ooma.com/mobile)

### Turning off the ringer

Need some peace and quiet? Just press and hold the  button or dial    on your phone and all your calls will roll straight to voicemail. To deactivate Do Not Disturb, press and hold  again or dial   .

### And much, much more

Explore all the features and benefits of **Ooma Premier:** [my.ooma.com/premier](https://my.ooma.com/premier)

# Troubleshooting

- **The status light is blinking red** A blinking red status light indicates that your Ooma Telo Base Station is not operational. It is normal for the light 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.
  - **For Ethernet installations:** Check that your network cables are plugged in securely. Verify that the **INTERNET** port is connected to your router (or modem). Check that your Internet connection is working. Connect a computer to the **HOME** port and browse to [my.ooma.com](https://my.ooma.com). You should see the login screen for My Ooma. If not, troubleshoot your Internet connection.
  - **For 4G LTE only installations:** Try moving the Base Station and 4G LTE Adapter to a different location in your home. See Placement Advisory in **STEP 2**. Use the mobile setup app to view the signal strength. Test different locations for optimum performance.
  - Try rebooting your Base Station, modem, and router by pulling out the power and plugging them back in.

- **The status light does not light up** Check that the AC adapter is plugged in and power is being supplied to the Base Station.
- **You don't hear the Ooma dialtone** If the status light 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 status light will be purple and all incoming calls will go directly to voicemail without ringing your phones. To turn Do Not Disturb off, press and hold the **[⏮]** button or dial **[\*] [7] [9]** 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 Base Station 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 4G LTE only installations:** Try moving the Base Station and 4G LTE Adapter to a different location in your home. See the Placement Advisory in **STEP 2**. Use the mobile setup app to view the signal strength. Test different locations for optimum performance.

# Add-Ons for Ooma Base Station



## Ooma HD3 Handset

Ooma HD3 Handset is a wire-free, whole-house solution. Designed specifically for Ooma, the handset can tap into most advanced features like contact list syncing, Facebook picture caller-ID, custom musical ringtones, access to the Instant Second Line, and more.



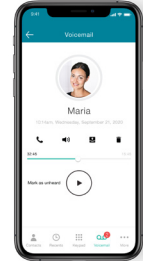
## Ooma Linx

Don't let your home's wiring stop you from putting a phone wherever you want. The Ooma Linx device syncs wirelessly with the Ooma Base Station to support a telephone anywhere with an available electrical outlet.



## Ooma Home Security

Give yourself peace of mind that everything is fine at home by adding Home Security to your Ooma home phone service. With a variety of sensors to choose from for a fully-customized setup, a safer home is within reach.



## Ooma Mobile App

Available for both iOS and Android devices, the free mobile app allows you to make and receive phone calls, listen to voicemail, and manage your Ooma account right from your phone.

To learn more about these accessories for the Ooma Base Station, visit: [my.ooma.com/products](https://my.ooma.com/products)