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 and all the keys will turn solid 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.

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 STI 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
Using the included Ethernet cable, connect the TO 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.

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.
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
• 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 4: Power On
The activation wizard will guide you through:
• Selecting a phone number
• Registering your STI address
• Adding billing information
• Creating your My Ooma account
You’ll receive an email confirmation once your device is activated.

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 and all the keys will turn solid 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 plug the Telo while it is upgrading. It will automatically reboot after the upgrade is complete.

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

More information on the other side
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)
**Connecting your phone jacks**

You can link the Ooma Telo to all the phone jacks in your home - any number, in any room - to connect to and to send calls in multiple rooms.

**Note:** This advanced setup requires you to connect the telephone company's phone line before plugging it into your Ooma Telo.

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

---

**Troubleshooting**

- **The Ooma Telo’s logo is blinking red.**
  - There is an emergency dial (911) issue. Try redialing 911. If it still doesn’t work, contact your local emergency services.

- **Your Telo is unable to register with Ooma.**
  - Make sure you have powered on your Ooma Telo and that the device is plugged in. If you plugged in your device before going through the activation process, try rebooting it now.

- **Your Telo is unable to connect to your modem.**
  - Check that your Internet connection is working. Try browsing to setup.ooma.com to see if you need to sign out and sign back in to your account.

- **You are unable to hear your messages.**
  - Check that your phone is correctly plugged into the Ooma Telo. Only answer the phone if you decide you want to listen to your messages. You will hear your messages clearly and audio of your call will be discrete.

- **You are unable to hear your calls.**
  - Check that your phone is correctly plugged into the Ooma Telo. Only answer the phone if you decide you want to listen to your messages. You will hear your messages clearly and audio of your call will be discrete.

- **You don’t hear the Ooma dialtone.**
  - Check that your phone is correctly plugged into the Ooma Telo. Only answer the phone if you decide you want to listen to your messages. You will hear your messages clearly and audio of your call will be discrete.

- **You don’t hear the Ooma dialtone.**
  - Check that your phone is correctly plugged into the Ooma Telo. Only answer the phone if you decide you want to listen to your messages. You will hear your messages clearly and audio of your call will be discrete.

- **You don’t hear the Ooma dialtone.**
  - Check that your phone is correctly plugged into the Ooma Telo. Only answer the phone if you decide you want to listen to your messages. You will hear your messages clearly and audio of your call will be discrete.

- **You don’t hear the Ooma dialtone.**
  - Check that your phone is correctly plugged into the Ooma Telo. Only answer the phone if you decide you want to listen to your messages. You will hear your messages clearly and audio of your call will be discrete.

- **You don’t hear the Ooma dialtone.**
  - Check that your phone is correctly plugged into the Ooma Telo. Only answer the phone if you decide you want to listen to your messages. You will hear your messages clearly and audio of your call will be discrete.

- **You don’t hear the Ooma dialtone.**
  - Check that your phone is correctly plugged into the Ooma Telo. Only answer the phone if you decide you want to listen to your messages. You will hear your messages clearly and audio of your call will be discrete.

- **You don’t hear the Ooma dialtone.**
  - Check that your phone is correctly plugged into the Ooma Telo. Only answer the phone if you decide you want to listen to your messages. You will hear your messages clearly and audio of your call will be discrete.

- **You don’t hear the Ooma dialtone.**
  - Check that your phone is correctly plugged into the Ooma Telo. Only answer the phone if you decide you want to listen to your messages. You will hear your messages clearly and audio of your call will be discrete.

---

**Ooma HD2 Handset**

Unlock the full power of your Ooma HD2 handset with these handy tips:

- **Two-tone color screen with picture color-ID and Facebook profile pictures.**
  - Unmatched clarity and detailed sound quality of Ooma PureVoice™ HD.

- **Convenient access to voicemail, the Instant Second Line, and other advanced features, right in front of you.**

---

**Ooma HD2 Handset**

Unlock the full power of your Ooma HD2 handset with these handy tips:

- **Two-tone color screen with picture color-ID and Facebook profile pictures.**
  - Unmatched clarity and detailed sound quality of Ooma PureVoice™ HD.

- **Convenient access to voicemail, the Instant Second Line, and other advanced features, right in front of you.**

---

**Ooma Bluetooth Adapter**

Enjoy seamless integration between your home and mobile phone.

- **Link your mobile phone to your Telo so incoming cellular calls ring through to your home phone.**
  - Let your cell phone be the charger without worrying about missing a call.

- **Stop the constant convenience of calling your home phone.**
  - Pick up your Bluetooth enabled device, and your cell phone will ring.

---

**Quick Reference**

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

- **Delete Key**
  - Press to delete a message.

- **Save/ Send-To- VM Key**
  - Press to save a message.

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

---

**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.

**Calling**

Switch is a second incoming call by pressing the flashing button on your telephone handset. This button 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 711 * 711 before dialing. To disable caller ID on calls, visit: my.ooma.com/privacy.

**Emergency calls**

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/addresses.

**International and other calling services**

A calling plan or prepaid balance is required to call abroad. Contact your service provider for My Ooma. If not, troubleshoot your Internet connection.

- **Pause**
  - Press to pause dialing.

**Ooma HD2 Handset**

Unlock the full power of your Ooma HD2 handset with these handy tips:

- **Two-tone color screen with picture color-ID and Facebook profile pictures.**
  - Unmatched clarity and detailed sound quality of Ooma PureVoice™ HD.

- **Convenient access to voicemail, the Instant Second Line, and other advanced features, right in front of you.**

**Ooma HD2 Handset**

Unlock the full power of your Ooma HD2 handset with these handy tips:

- **Two-tone color screen with picture color-ID and Facebook profile pictures.**
  - Unmatched clarity and detailed sound quality of Ooma PureVoice™ HD.

- **Convenient access to voicemail, the Instant Second Line, and other advanced features, right in front of you.**

---

**Ooma Bluetooth Adapter**

Enjoy seamless integration between your home and mobile phone.

- **Link your mobile phone to your Telo so incoming cellular calls ring through to your home phone.**
  - Let your cell phone be the charger without worrying about missing a call.

- **Stop the constant convenience of calling your home phone.**
  - Pick up your Bluetooth enabled device, and your cell phone will ring.

---

**Quick Reference**

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

- **Delete Key**
  - Press to delete a message.

- **Save/ Send-To- VM Key**
  - Press to save a message.

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

---

**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.

**Calling**

Switch is a second incoming call by pressing the flashing button on your telephone handset. This button 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 711 * 711 before dialing. To disable caller ID on calls, visit: my.ooma.com/privacy.

**Emergency calls**

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/addresses.

**International and other calling services**

A calling plan or prepaid balance is required to call abroad. Contact your service provider for My Ooma. If not, troubleshoot your Internet connection.

- **Pause**
  - Press to pause dialing.

**Ooma HD2 Handset**

Unlock the full power of your Ooma HD2 handset with these handy tips:

- **Two-tone color screen with picture color-ID and Facebook profile pictures.**
  - Unmatched clarity and detailed sound quality of Ooma PureVoice™ HD.

- **Convenient access to voicemail, the Instant Second Line, and other advanced features, right in front of you.**

**Ooma HD2 Handset**

Unlock the full power of your Ooma HD2 handset with these handy tips:

- **Two-tone color screen with picture color-ID and Facebook profile pictures.**
  - Unmatched clarity and detailed sound quality of Ooma PureVoice™ HD.

- **Convenient access to voicemail, the Instant Second Line, and other advanced features, right in front of you.**

---

**Ooma Bluetooth Adapter**

Enjoy seamless integration between your home and mobile phone.

- **Link your mobile phone to your Telo so incoming cellular calls ring through to your home phone.**
  - Let your cell phone be the charger without worrying about missing a call.

- **Stop the constant convenience of calling your home phone.**
  - Pick up your Bluetooth enabled device, and your cell phone will ring.

---

**Quick Reference**

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

- **Delete Key**
  - Press to delete a message.

- **Save/ Send-To- VM Key**
  - Press to save a message.

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