

Ooma® Telo Air 2 – Pre-Activated

Quick Start Guide



Ooma®

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Getting Started

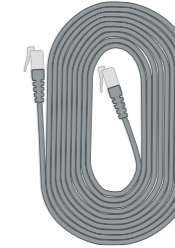
Installing Ooma Telo Air 2 is easy! In fact, most users are up and calling in less than 15 minutes. This guide will walk you through the basics of setting up your Ooma Telo Air 2. It will also introduce you to the basics of using your Ooma service.

Package Contents

- Ooma Telo Air 2
- Ethernet Cable
- AC Adapter

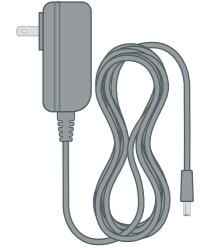


Ooma Telo Air 2



Ethernet Cable

A



AC Adapter

B

Have a question or need assistance?

Here is where you can look for help:

Knowledge base: www.ooma.com/support

User manuals: support.ooma.com/userguide

Community forum: www.ooma.com/forums

Live Customer Care: 1-888-711-6662 (US)
1-866-929-6662 (CA)

STEP 1

Decide How to Connect to the Internet

Your new Ooma Telo Air 2 needs an internet connection. You can set this up in two ways:

Wired Connection

Advantages:

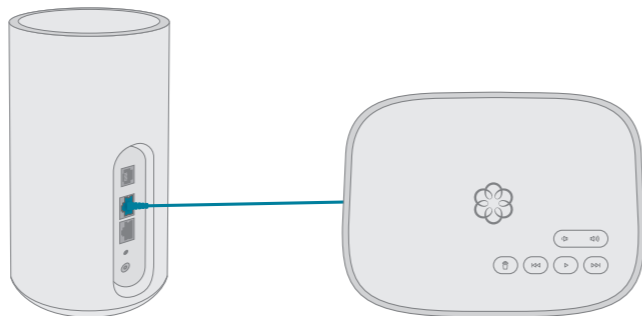
- Easiest to set up
- Most reliable connection

OR

Wireless Connection

Advantages:

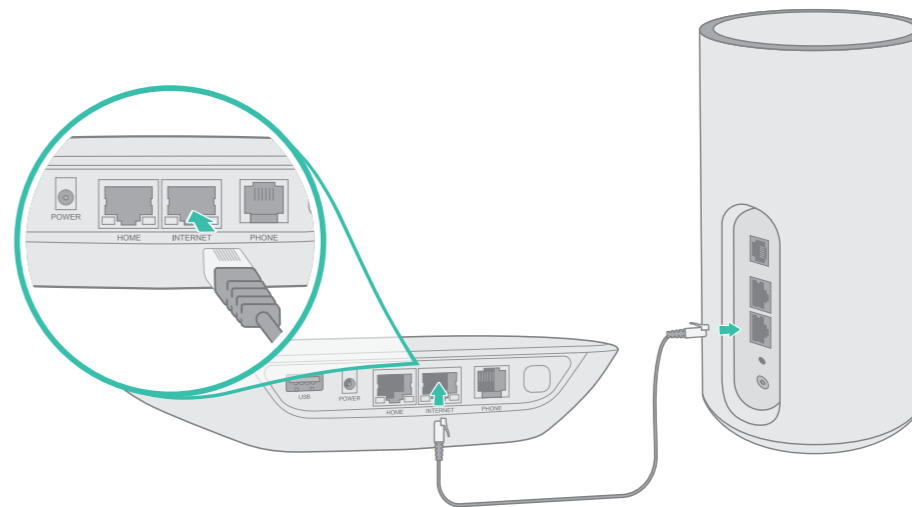
- Flexible placement in the home
- Doesn't require an open Ethernet port on your router



STEP 2

Option 1 – Set Up Wired Internet Connection

Use the provided Ethernet cable to connect your Ooma Telo Air 2 to your home router. Insert one end of the cable into the **INTERNET** port on the back of the Telo Air 2. Connect the other end of the cable to an open port on your router.



Plug the included AC adapter into the **POWER** port. The Ooma logo will blink **red** for a few minutes. When it turns **blue**, the Telo Air 2 is ready.

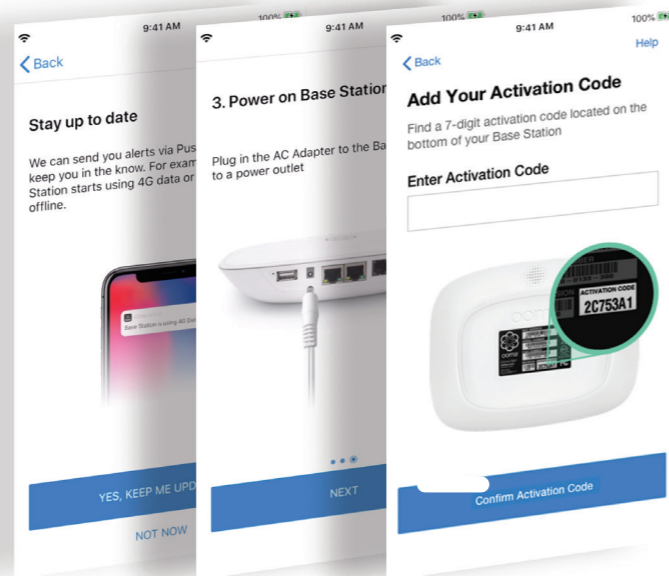
STEP 2

Option 2 – Set Up Wireless Internet Connection

To set up a wireless connection for your Ooma Telo Air 2, you will need to download the Ooma Setup app on your iOS or Android smartphone.

Visit the app store for your smartphone and search for **Ooma Setup**. Install and open the Ooma Setup app. Select the **MANAGE AN EXISTING OOMA DEVICE** option.

The app will let you connect the Telo Air 2 to your home Wi-Fi network.



NOTE: You will need your Ooma phone number and password to log into the Ooma Setup app. Your phone number was emailed to you when you registered for Ooma service.


Congratulations, you're done!

Your Ooma Telo is ready to be used once the light on top of the device is **blue**. Pick up the phone and listen for the Ooma dialtone to confirm that your setup is complete. If you connected a computer to complete your Wi-Fi setup, you disconnect it now.

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.

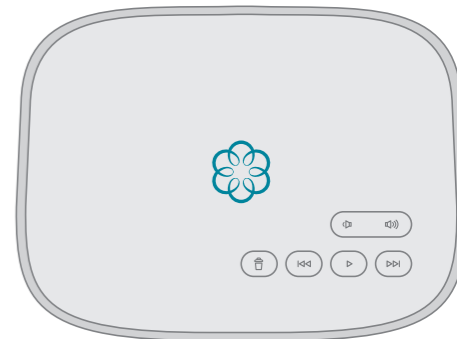
Set up your voicemail

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.



If your Telo needs a software upgrade, the light on top of the device will blink purple while it is downloading the newest version. This may take 5-10 minutes. **Do not unplug the Telo while it is upgrading. It will automatically reboot after the upgrade is done.**



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 configure our most popular features.

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 1-3 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.

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 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.

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

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

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 home. To set this up, go to: my.ooma.com/911


International and other calling services

A calling plan or prepaid balance is required to call outside the country. Visit my.ooma.com/prepaid to get started. Then dial **011** followed by the country code and phone number. Your remaining time 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 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:

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
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

Changing voicemail settings

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

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



Ooma Premier

Ooma Premier is a bundle of over 25 premium calling features. Check out some of our most popular features below!

Making two calls at once

Press the **Flash** key on your handset, and you’ll get a new Ooma dialtone.

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

Staying connected on the go

Afraid to miss a call? Set up your Ooma Telo to forward calls to your cell phone. Choose to forward all calls, only when your Internet is down, or to ring your home phone and cell phone at the same time. Set this up any time at: my.ooma.com/calling

Blocking telemarketers

Personal and community blacklists have been designed to help you filter out telemarketers and other unwanted callers. To start blocking callers, visit: my.ooma.com/blacklists

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

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 Telo. Only answer the phone if you decide you want to take the call.

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

Turning off the ringer

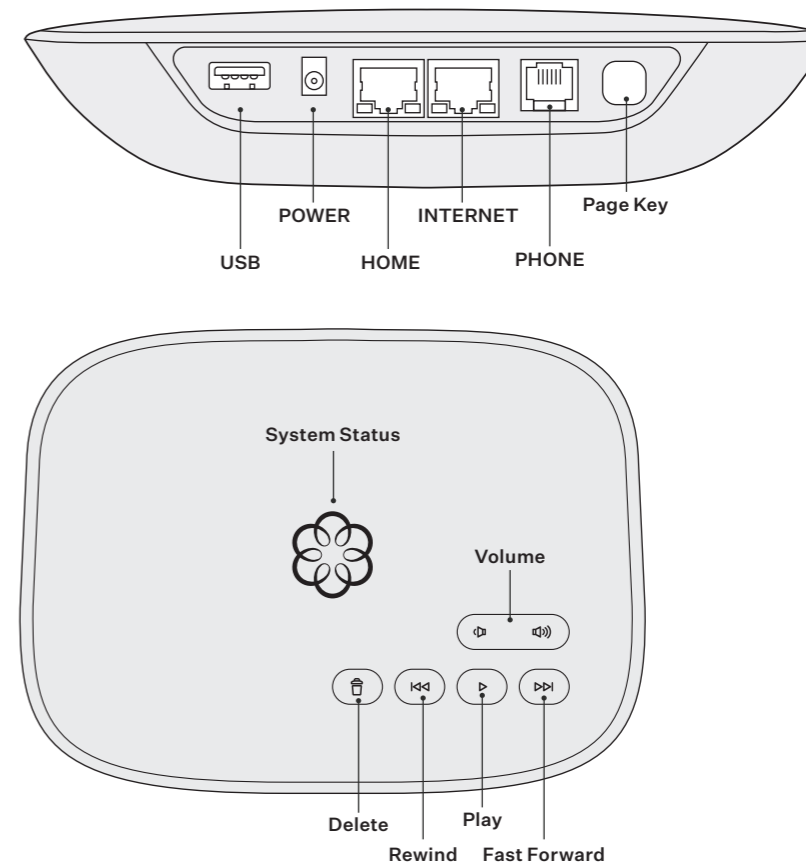
Need some peace and quiet? Just press and hold the >> button or dial *78 on your phone and all your calls will roll straight to voicemail. To deactivate Do Not Disturb, press and hold >> again or dial *79.

And much, much more

Explore all the features and benefits of Ooma Premier:

my.ooma.com/premier

Quick Reference



Status Lights



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 HD2 Handset or Linx.



Solid Blue System Status Indicates that your Ooma service is working. You will hear the Ooma dial tone and all services are operational.



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 Ooma Base Station is downloading a software upgrade. All services are unavailable. Do not unplug your Ooma Base Station when it is in this state.




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.

Troubleshooting

- **The light is blinking red** A blinking red light indicates that your Ooma Telo 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). The LED at the bottom right of the connector will be lit green if the cable is connected properly.
 - **For Wi-Fi installations:** Try moving the Telo closer to your Wi-Fi router and repeating the directions on Page 5 to refresh your wireless setup. If you are unable to connect over Wi-Fi, follow the directions on Page 22 to connect your Telo to your router using Ethernet instead.
- Check that your Internet connection is working. Try connecting a computer to the **HOME** port and browse to my.ooma.com. You should see the login screen for **My Ooma**. If not, troubleshoot your Internet connection.
- Try rebooting your Telo, modem, and router by pulling out the power and plugging them back in.
- **The light does not light up** Check that the AC adapter is plugged in and power is being supplied to the device.
- **You don't hear the Ooma dialtone** If the 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 it is turned on, the light will light up purple and all incoming calls will go directly to voicemail without ringing your phones. To turn off the feature, press and hold the **>>** button or dial ***77** 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 device 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 best results, Ooma recommends that you hardwire your Telo between the modem and router as shown on Page 22. This 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 **HOME** port, browsing to setup.ooma.com, then clicking on the **Advanced** tab.

Add-Ons for Ooma Telo



Ooma HD2 and HD3 Handset

The Ooma HD2 and HD3 handsets sync wirelessly with the Ooma Telo to give you the freedom to set them up anywhere in your home. The handset supports many advanced features, including contact list syncing, Facebook picture caller-ID, custom musical ringtones, access to the Instant Second Line, and much more.



Ooma Linx

Sometimes you want a telephone in a room that doesn't have the wiring to set one up. The Ooma Linx device is a remote phone jack that syncs wirelessly with the Ooma Telo to support a telephone anywhere there is an available electrical outlet. With Premier service you can assign a separate number to the Ooma Linx for a perfect home office solution.



Ooma Smart Home Security

Add Ooma Smart Security to your current Ooma home phone service and check the status of your home 24/7. Call 911 remotely from your home phone number even when you are not at home. Receive notifications when doors open or close. Monitor movement from anywhere. Detect water before it causes damage.



Ooma mobile app

Available for both iOS and Android devices, the free Ooma Home Phone app allows you to make and receive phone calls through your Wi-Fi or 3G/4G data connection without using cell phone minutes. The app also offers a convenient interface to listen to voicemails and to manage your Ooma account.

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

Alternative Wi-Fi Setup

We recommend using the Ooma Telo setup app for Wi-Fi setup. If you cannot use the mobile app, follow the instructions below:

Connect a Computer to your Ooma Telo

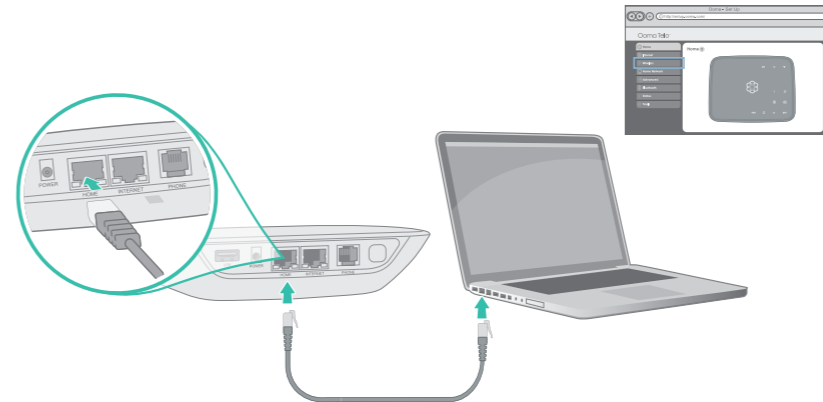
Power on your Telo Air 2 using the included AC cord. It is normal for the lights on the Telo to blink for a couple of minutes while it boots up.

When the device has booted up, use the included Ethernet cable to connect a computer to the **HOME** port of the Telo.

Configure Wireless Settings

Open a browser on the computer connected to the Telo and navigate to setup.ooma.com, a special site embedded in your Telo.

Click the Wireless tab on the left side of your screen. Follow the onscreen instructions to connect the Telo to your Wi-Fi network using your network name and password.



IMPORTANT: If the computer has Wi-Fi, it must be disabled. The computer must have a wired connection to the Telo.

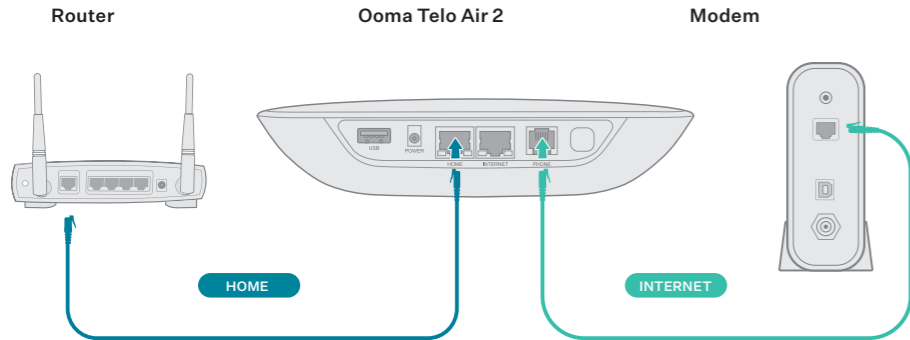
Alternative Ethernet Setup Options

The 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 you.

OPT. A Install Telo between modem and router (best voice quality)

This setup allows Ooma to prioritize your phone calls over other network traffic.

1. Find the Ethernet cable that connects your modem to your router.
2. Unplug the modem end and plug into the **HOME** port of the Telo.
3. Use the included Ethernet cable and connect the **INTERNET** port of the Telo to your modem.
4. Reboot your modem and router.

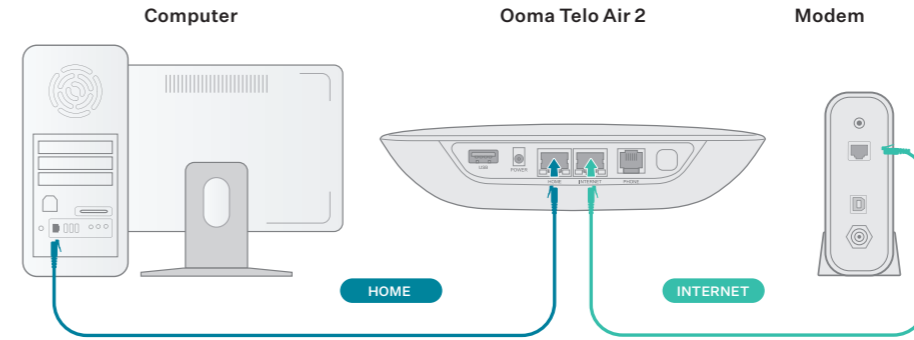


NOTE: Option A is required to use **Ooma Internet Security**, as Internet traffic needs to pass through the Telo in order to be filtered.

OPT. B Install Telo between modem and PC

If you only have one computer and it is connected to your modem, use this option.

1. Find the Ethernet cable that connects your modem to your computer.
2. Unplug the modem end and plug it into the **HOME** port of the Telo.
3. Use the included Ethernet cable and connect the **INTERNET** port of the Telo to your modem.
4. Reboot your modem and computer.

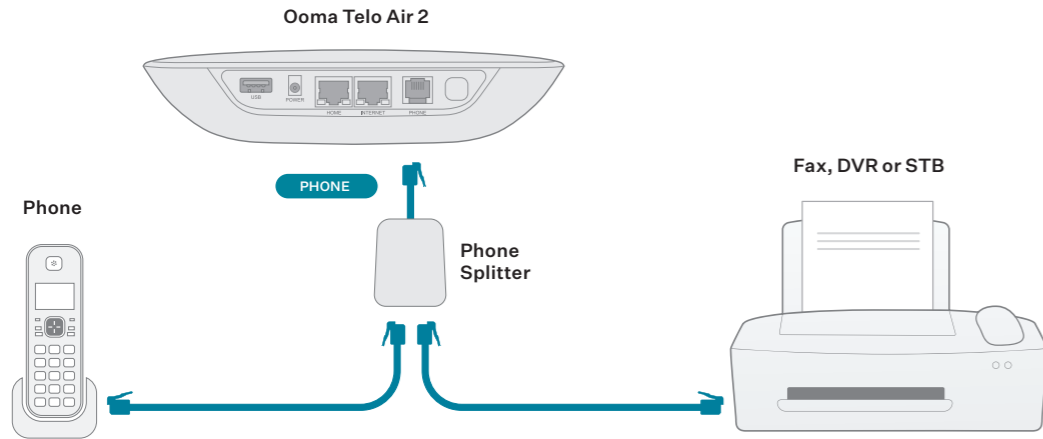


Fax and Home Wiring Setup Options

Connecting your Fax

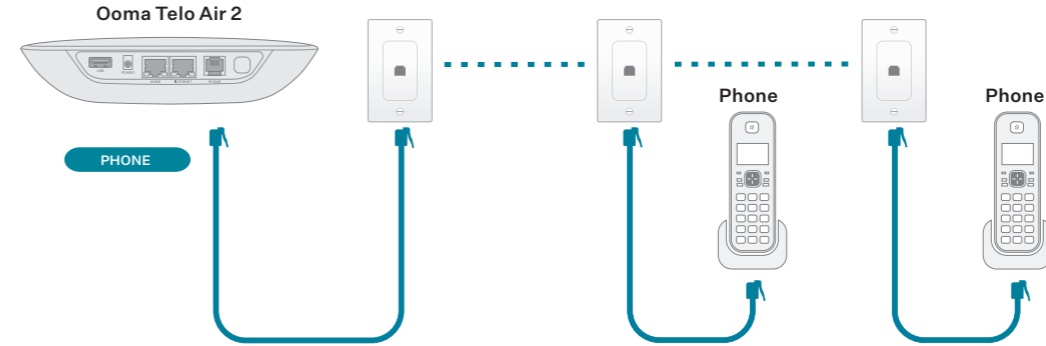
A standard phone splitter can be used to connect more than one device to the **PHONE** port.

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



Connecting Your Phone Jacks

You can link the Ooma Telo to the phone jacks in your home, allowing you to connect phones in multiple rooms.



⚠ IMPORTANT: 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 jacks in your home or otherwise. To avoid the risk of fire and/or electrical shock, you must first completely disconnect the phone company's wiring outside of your house from the phone wiring inside of your house. Do not plug your Ooma Telo into your phone jacks before doing this. Please visit ooma.com/homedistribution before you proceed with connecting your Telo in this manner.