

# Ooma Telo® Wireless Adapter

## Quick Start Guide



## Getting Started

The Ooma Telo Wireless Adapter enables your Ooma Telo® to connect to the Internet wirelessly over your Wi-Fi network. This means you'll have the flexibility to install your Telo anywhere in your home where you have access to Wi-Fi.

Take a moment to think about a convenient place to put your Ooma Telo and home phone. It should be centrally located since you will use the Telo to check voicemail and access enhanced features like Call Screening and Do Not Disturb.

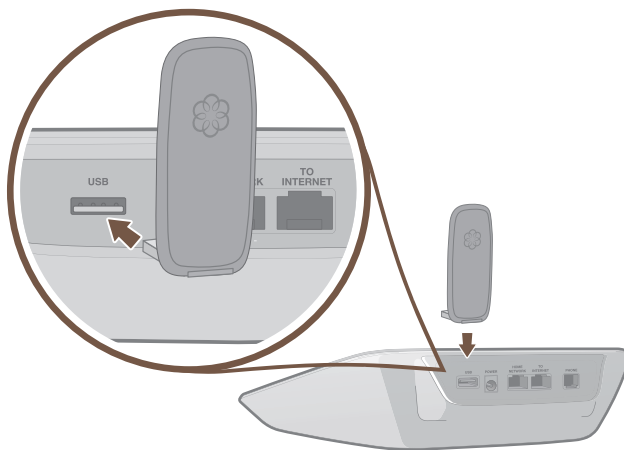
Setting up the Wireless Adapter will take about 10 minutes. You'll need access to:

- A desktop or laptop computer with an Ethernet port
- An Ethernet cable

**IMPORTANT:** Before you begin, verify that your Ooma Telo is fully functional. If your Telo has not been installed yet, we recommend that you follow the bundled instructions to first set it up with a hardwired Ethernet connection. This will ensure that your Telo is operational and has downloaded the latest software to support the Wireless Adapter.

Go to **Step 1**

## Step 1

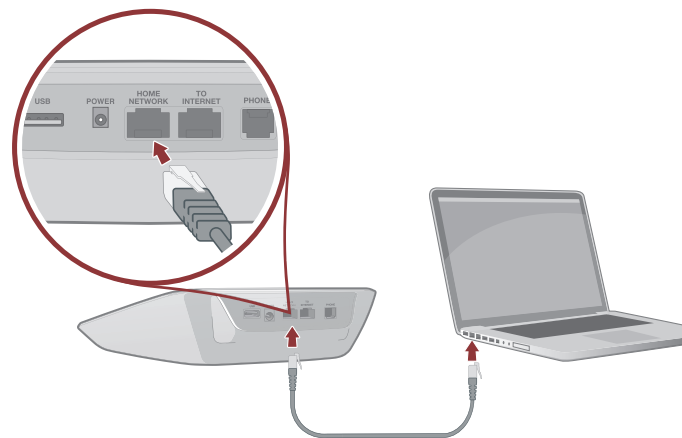


### Install the Wireless Adapter

Make sure the adapter is properly aligned with the **USB** port on the back of your Ooma Telo and plug it in. Press firmly to ensure the adapter is inserted all the way in, but do not use excessive force. Rotate it upward for optimal reception.

Go to **Step 2**

## Step 2

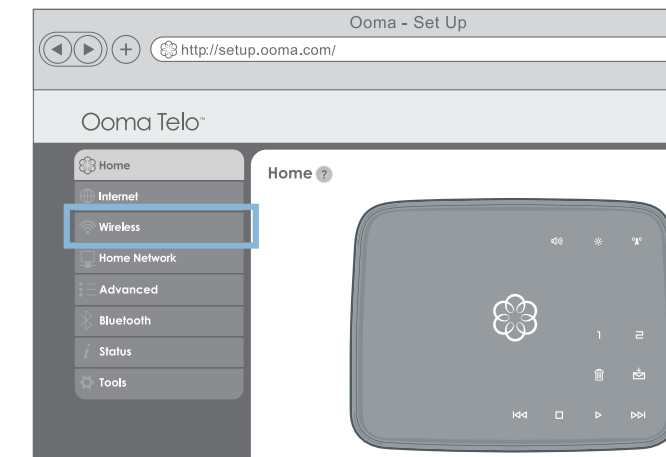


### Connect a computer to your Telo

Use your Ethernet cable to connect a computer to the **HOME NETWORK** port of the Ooma Telo.

Go to **Step 3**

## Step 3



### Configure wireless settings

On the computer you connected to the Telo, open up a Web browser and navigate to:

<http://setup.ooma.com>

Click on the Wireless tab and follow the directions on the screen to link the Telo to your home Wi-Fi network.

**Note:** You'll need to know the name and password for your home wireless network.

## Congratulations, you've gone wireless!

You may now disconnect the hardwired Ethernet cable connecting your Ooma Telo to your modem or router. You're free to move your Telo to a more central location in your home!

Next time you power up the Ooma Telo, it will connect to the Internet wirelessly through your home Wi-Fi network. As before, the Telo will be ready for use when the Ooma logo stops flashing red and all the buttons turn blue. Pick up the phone connected to your Telo and listen for the musical Ooma dialtone to confirm that you are ready to make and receive calls.

If your Ooma Telo is not able to connect wirelessly, see the *Troubleshooting* section on the back for corrective actions you can try. Keep in mind that a hardwired Ethernet cable (plugged into the **TO INTERNET** port) will override use of the Wireless Adapter.

**IMPORTANT:** If your Ooma Telo was set up in between your modem and router prior to installing the Wireless Adapter, be sure to reconnect the WAN (or Internet) port of the router to your modem and then power cycle both devices.

## Troubleshooting

### ■ If you run into any of these issues:

- The “Wireless” tab does not show up in [setup.ooma.com](http://setup.ooma.com)
- Your home Wi-Fi network doesn’t show up when you scan for wireless networks
- The Telo is unable to join your Wi-Fi network
- The Telo does not work when connected over Wi-Fi

### Try these corrective steps:

- 1** Reboot the Ooma Telo
- 2** Make sure the Wireless Adapter is plugged in all the way
- 3** Try re-inserting the Wireless Adapter and rebooting your Telo
- 4** Check the signal quality on the Wireless section of [setup.ooma.com](http://setup.ooma.com)
- 5** Move the Telo closer to your wireless router or access point
- 6** Repeat the directions in Step 3 to rescan and reconfigure your wireless network settings
- 7** If you are connecting to a Wi-Fi network with a hidden SSID, click “Next” after scanning for wireless networks and manually configure your wireless settings
- 8** Verify that the Telo works with a hardwired Ethernet connection to your router; follow the troubleshooting instructions in your Telo Quick Start Guide if it does not function properly

### ■ Can’t connect to [setup.ooma.com](http://setup.ooma.com)

Check that your computer is connected to the **HOME NETWORK** port of the Telo and that the Ethernet cable is plugged in securely. The LED at the top of the port should be lit green. Your computer should be configured to automatically receive an IP address. Try browsing to the Telo using <http://172.27.35.1> instead.

### ■ Voice quality is poor

Check the signal quality on the Wireless section of [setup.ooma.com](http://setup.ooma.com). Try moving the Telo closer to your wireless router or access point. See if there is high network traffic (such as streaming video) that could impact the quality of your phone calls.

### Have a Question or Need Assistance?

Here is where you can look for help:

Knowledge base: [www.ooma.com/support](http://www.ooma.com/support)  
User manuals: [www.ooma.com/userguide](http://www.ooma.com/userguide)  
Community forum: [www.ooma.com/forums](http://www.ooma.com/forums)  
Live Customer Care: **1-888-711-OOMA (6662)**

## Limited Warranty

**What this Warranty Covers.** Ooma agrees to provide a limited warranty to the holder of a valid proof of purchase (“Consumer” or “you”) that the Ooma Wireless Adapter contained in this package (“Product”) is free from material defects in material and workmanship, subject to the exclusions noted below. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America or Canada.

**What Ooma Will Do.** During the warranty period, Ooma or its authorized service representative will repair or replace, at its option, without charge, a Product which is found to be materially defective in materials or workmanship and returned to Ooma. Ooma, at its option, may use new or refurbished replacement parts to repair the Product, or may replace the Product with a new or refurbished product having the same or similar function.

**How Long this Warranty Lasts.** This limited warranty shall expire one (1) year from the date of the Product purchase. Replacement or refurbished parts and products are warranted for the original Product warranty period. This warranty terminates if you sell or transfer your Product.

**What this Warranty Excludes.** This limited warranty does not cover: (a) the cost of shipping and handling for returned and replacement products, or damage or loss during shipment for warranty service; or (b) any software (which is governed exclusively by the licensing terms of such software); or (c) any Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling that is contrary to operation instructions, neglect, acts of god, inundation, fire, water or other liquid intrusion, or force major; or (d) any Product that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of Ooma; or (e) any Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or (f) any Product whose identifying information has been removed, altered or rendered illegible; or (g) any Product purchased, used, serviced, or shipped for repair from outside the United States or Canada, or that is returned without a valid proof of purchase; or (h) any indirect or consequential harm caused as a result of any defect or failure of the Product to properly operate, including without limitation lost data or inability to communicate.

**How to Get Warranty Service.** To obtain warranty service, call Customer Support toll-free at 1-888-711-6662 for detailed information, including instructions on how and where to return your Product and on any applicable costs associated with a repair, replacement or exchange. You may be required to provide proof of purchase before obtaining warranty service, and it is your sole responsibility to maintain such proof (e.g., a sales receipt). Returned products that are determined not to be materially defective will be subject to a handling fee. If you disagree with any of our decisions with respect to warranty service, you have the right to contest that decision as permitted under applicable laws and regulations.

**How State Law Applies.** This limited warranty gives you specific legal rights. You may also have other rights which vary from state to state.

**Limitation on Liability.** THIS WARRANTY IS THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT FOR THE PRODUCT BETWEEN YOU AND OOMA. NO ONE IS AUTHORIZED TO MAKE MODIFICATIONS TO THIS LIMITED WARRANTY AND YOU SHOULD NOT RELY ON ANY SUCH MODIFICATION. OOMA RESERVES THE RIGHT TO CHANGE ITS LIMITED WARRANTY WITHOUT PRIOR NOTICE FOR FUTURE SALES. OOMA DISCLAIMS ALL OTHER WARRANTIES WITH RESPECT TO ITS PRODUCTS, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION, COURSE OF DEALING, TRADE USAGE OR PRACTICE OR THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. MOREOVER, OOMA SHALL NOT BE LIABLE FOR INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY NATURE ARISING OUT OF, OR IN CONNECTION WITH, THE LIMITED WARRANTY OR THE USE OR PERFORMANCE OF ANY PRODUCT, WHETHER BASED ON CONTRACT OR TORT, INCLUDING NEGLIGENCE, OR ANY OTHER LEGAL THEORY, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE TOTAL AGGREGATE LIABILITY BY OOMA FOR DAMAGES OF ANY NATURE, REGARDLESS OF FORM, ACTION OR FORESEEABILITY, SHALL IN NO EVENT EXCEED THE AMOUNT PAID BY YOU TO US FOR THE PRODUCT UPON WHICH LIABILITY IS BASED. SOME STATES AND/OR COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, AND/OR DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS AND/OR EXCLUSIONS MAY NOT APPLY TO YOU. IF SUCH IS THE CASE, TO THE EXTENT PERMITTED BY APPLICABLE LAW, OOMA LIMITS THE DURATION OF ANY IMPLIED WARRANTIES TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

## Safety Information

When using the Ooma Telo Wireless Adapter, basic safety precautions should always be followed to reduce the risk of fire, electric shock, damage to equipment, loss of property, severe injury to persons or even loss of life, including the following:

- Do not use this equipment and all related accessories near or under water
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning
- Do not store or keep the product within reach of children
- Do not disassemble the product. It contains no user-serviceable parts
- The product is only intended for installation and use with the Ooma Telo device and not for any other purposes

## The FCC Wants You to Know

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. Privacy of communication may not be ensured when using this device.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against producing harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna,
- Increase the separation between the equipment and receiver be a remote risk of electric shock from lightning
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected,
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance, or operation of this product in any way other than as detailed to by the User Manual could void the user’s authority to operate this equipment.

To insure the safety of many users, the FCC has established criteria for the amount of

radio frequency energy various products may produce depending on their intended use. This product has been tested and found to comply with the FCC’s exposure criteria.

DO NOT DISASSEMBLE THIS EQUIPMENT. It does not contain any user serviceable components. Changes or modifications to this product not expressly approved by Ooma, or operation of this product in any way other than as detailed by the owner’s manual, could void your authority to operate this product.

Should you experience trouble with this equipment, please contact Ooma customer service at 1-888-711-6662. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

NOTICE: According to telephone company reports, AC electrical surges, typically resulting from lightning strikes, are very destructive to telephone equipment connected to AC power sources. To minimize damage from these types of surges, a surge arrester is recommended.

To ensure the safety of users, the FCC has established criteria for the amount of radio frequency energy that the product may produce for its intended usage. This product has been tested and found to comply with the FCC exposure requirements. The Ooma Telo is to be installed and operated 8 inches (20 cm) or more from the user’s body other than the hands. Use of other accessories may not ensure compliance with FCC radio frequency exposure requirements and should be avoided.

## Industry Canada Notice

This Class A/B\* digital apparatus complies with Canadian ICES-003.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

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