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I just
called to see
you smile.

User's Guide



Personal Video Phone

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Introducing Ojo

Welcome! Thank you for choosing the Ojo™ Personal Video Phone from Motorola—a global leader in communications technology.

Ojo is the first video phone to provide true-to-life video telephone calls over the Internet. Its unique design lets you make hands-free calls with full-motion video, and the camera and display screen are ideally positioned for natural, face-to-face conversations. With Ojo, you'll think that you're talking to the person next to you, rather than talking on the phone.

Ojo is designed to be your primary phone. It handles video and conventional telephone calls.

Ojo is easy to use, with simple on-screen instructions and prompts.

Because privacy is a concern for many people, Ojo lets you decide whether to transmit video with each call. At any time—at the beginning of a call or during it—you can easily start or stop video transmission. And the cordless handset ensures that no one else overhears your conversation.

Ojo can make true-to-life, quality calls across the country and around the world! You'll experience Ojo's synchronized video and voice, without delays and jerkiness that have been typical of other products on the market.

Thank you for choosing Ojo. We know you will enjoy your video phone.



FCC and Interference Information

This equipment complies with Parts 15 and 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA).

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug are provided with this product. The product is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Notification of the Local Telephone Company

On the bottom of this equipment is a label that contains, among other information, a product identifier in the form US:AAAEQ##TXXXX. You must, upon request, provide this information to your telephone company.

The digits represented by ## in the product identifier indicate the Ringer Equivalency Number (REN) for this equipment. The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed five (5). To be certain of the number of devices you may connect to your line as determined by the REN, contact your local telephone company.

Notes:

- This equipment may not be used on coin service provided by the telephone company.
- Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
- If your home has specially wired alarm equipment connected to the telephone line, ensure that the installation of Ojo does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- The FCC requires that you connect your cordless telephone to the nationwide telephone network through a modular telephone jack (USOC RJ11C/RJ11W or RJ14C/RJ14W).



Rights of the Telephone Company

Should your equipment cause trouble on your line, which may harm the telephone network, the telephone company shall, where practical, notify you that temporary discontinuance of service may be required. Where prior notice is not practical and the circumstances warrant such action, the telephone company may temporarily disconnect service immediately. In case of such temporary discontinuance, the telephone company must:

1. Promptly notify you of such temporary discontinuance.
2. Afford you the opportunity to correct the situation.
3. Inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

Interference Information

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.
2. This device must accept any interference received, including interference that may cause undesired operation.

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 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.



FCC and Interference Information

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, you can try to correct the interference with one or more of the following measures:

1. Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.
2. Reorient or relocate and increase the separation between the telecommunications equipment and the receiving antenna.
3. Reorient or relocate the receiving antenna (that is, the antenna for the radio or television that is "receiving" the interference).

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the FCC has prepared a helpful booklet, "How to Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

The FCC requires this product to be serviced only by Motorola or its authorized service agents. Changes or modifications not expressly approved by Motorola could void not only the user's authority to operate the equipment, but also the limited warranty.

Hearing Aid Compatibility

This telephone system meets the FCC standards for hearing aid compatibility.



Important Safety Instructions

When using Ojo, follow these safety precautions to reduce the risk of fire, electric shock, and injury to persons or property:

1. Keep all slits and openings of the phone unblocked. Do not set the phone on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.
2. Do not use while wet or while standing in water.
3. Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).
4. Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.
5. Never insert objects of any kind into the product slits as that may result in fire or shock.
6. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
7. Do not disassemble this product. If service or repair work is required, contact the Motorola address found in the back of this user's guide.
8. Do not overload wall outlets and extension cords.
9. Avoid using during an electrical storm. Use a surge protector to protect the equipment.
10. Do not use Ojo to report a gas leak, especially if you are in the vicinity of the gas line.

Caution: To reduce the risk of fire, use only No. 26 AWG or larger UL Listed or CSA Certified Telecommunication Line Cord.

Unplug Ojo immediately from an outlet if:

- The power cord or plug is damaged or frayed.
- Liquid has been spilled into the product.
- The product has been exposed to rain or water. Do not retrieve the handset or base until after you have unplugged the power and phone from the wall. Then retrieve the unit by the unplugged cords.
- The product has been dropped or the cabinet has been damaged.
- The product exhibits a distinct change in performance.



Important Safety Instructions

Installation Guidelines

1. Read and understand all instructions and save them for future reference.
2. Follow all warnings and instructions marked on the product.
3. Do not install this product near a bathtub, sink, or shower.
4. Operate this phone using only the power source indicated on the marking label. If you are unsure of the power supply to your home, consult your dealer or local power company.
5. Do not place this product on an unstable cart, stand, or table. This product may fall, causing serious damage to the product.
6. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.
7. Clean this product with a soft, damp cloth. Do not use chemicals or cleaning agents to clean this phone.
8. Use only the power supply that came with this unit. Using other power supplies may damage the unit.
9. Because Ojo operates on electricity, you should have at least one phone in your home that is not cordless in case the power goes out.
10. To avoid interference to nearby appliances, do not place the base of Ojo on or near a TV, microwave oven, or VCR.

Caution: To maintain compliance with the FCC's RF exposure guidelines, place the base unit at least 20 cm from any person.

Battery Safety Instructions

- Do not burn, disassemble, mutilate, or puncture the battery or battery pack. The batteries contain toxic materials that could be released, resulting in injury.
- Caution: There is a risk of explosion if you replace the batteries with an incorrect battery type. Use only the battery pack that came with your phone or an authorized replacement recommended by the manufacturer.
- Keep batteries and battery pack out of the reach of children.
- Remove the battery pack if storing the product over 30 days.
- Do not dispose of batteries or battery pack in fire, which could result in explosion.
- The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery pack's label for battery type. Contact your local recycling center for proper disposal methods.



Getting Started

What You Need

To set up your Motorola Ojo Personal Video Phone, you need:

- **High-speed Internet service**, a related **cable** or **DSL modem**, and a compatible **router**.
- **Active home telephone account** (for conventional telephone calls).
- **Ojo Unit ID Number** located on the box and on the bottom of your Ojo.

Write your Ojo Unit ID Number here for future reference:

Unpacking and Checking the Contents

Check to make sure the box contains the following items:



Ojo Personal Video Phone



Cordless Handset



Power Cord with Power Block



Ethernet Cable



Battery Pack



User's Guide and Quick Start Guide



Telephone Line



Choosing a Location

- Place Ojo near your high-speed cable or DSL modem and telephone jack. To locate Ojo elsewhere in your home, refer to *Replacement cordless handsets and power* supplies are available should they become lost or damaged. Contact your retailer or call an Ojo customer service representative at 1-877 FOR MY OJO (1-877-367-6965) to order units.

Occasionally, Ojo may inform you that software upgrades are available for installation. This software could consist of new features or improvements to Ojo's operating system. There are two types of upgrades, standard and critical. Upgrades will normally install in less than 15 minutes.

You may choose to install a standard upgrade, or choose to ignore it. Your Ojo will continue to function normally.

A critical upgrade needs to be installed immediately. Ojo may not function normally without the installation of a critical upgrade.

However, whether an upgrade is standard or critical your settings, call logs, and phonebook entries will be preserved and remain stored in Ojo.

- Appendix 2 – Network Installation.
- Lighting should illuminate your face as you sit in front of your Ojo screen.

Installing the Battery Pack

Next, install the battery pack in the cordless handset.

Important: Before handling batteries, read the *Battery Safety Instructions* on page 10.

- 1** Remove the battery cover from the back of the handset by pressing down on the recess and then sliding the cover down and off of the handset.
- 2** Insert the battery pack into the compartment with the contacts facing down and aligned with the contacts in the battery compartment.
- 3** Slide the battery cover upward and snap into place.



Getting Started



Charging the Handset

After you've installed the handset battery pack, place the cordless handset in the handset cradle. An indicator on the handset screen shows that the handset is charging.





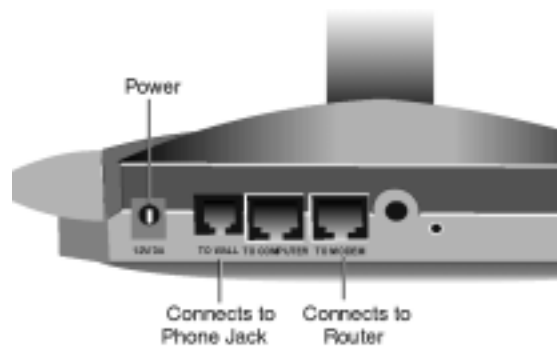
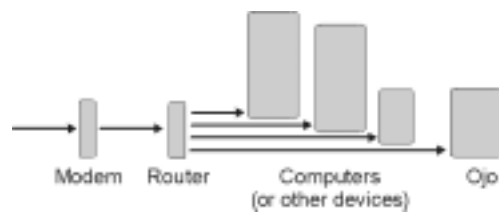
Note: You can register or make a call before the handset is fully charged by leaving the handset in the cradle. Keep the handset in the cradle to allow the battery pack to charge fully. It takes approximately twelve hours to charge the battery pack for the first time.

When the battery pack is fully charged, the handset screen displays a full-power indicator.

When the battery needs recharging, the power indicator flashes and **LOW BATTERY** appears on the handset screen.

Connecting Ojo

Connect Ojo as described below:



- 1 Turn off the modem and router power.
- 2 Confirm that your modem is correctly connected to your router.
- 3 Plug one end of the provided Ethernet cable into the "TO MODEM" port on the back of Ojo, and the other into an open port on the router.

Getting Started

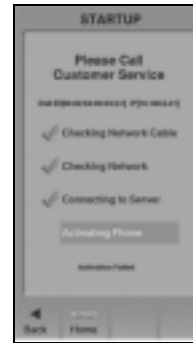


- 4** Plug one end of the telephone line into a phone jack and the other end into the "TO WALL" port on the back of Ojo.
- 5** Turn on the power to the modem, wait one minute, then turn on the power to the router.
- 6** Plug one end of the Ojo power cord into the Ojo power block and the other end into an electrical outlet.
- 7** Plug the Ojo power block into the "12V/3A" port on the back of Ojo. Ojo powers on, performs a series of self-tests, and displays a series of startup screens. After a few minutes, the message "Please Call Customer Service" is displayed.



Note: If you have already registered Ojo and established an Ojo account, the Ojo Home screen may be displayed instead of the "Please Call Customer Service" message.

Refer to Replacement cordless handsets and power supplies are available should they become lost or damaged. Contact your retailer or call an Ojo customer service representative at 1-877 FOR MY OJO (1-877-367-6965) to order units.



Occasionally, Ojo may inform you that software upgrades are available for installation. This software could consist of new features or improvements to Ojo's operating system. There are two types of upgrades, standard and critical. Upgrades will normally install in less than 15 minutes.

You may choose to install a standard upgrade, or choose to ignore it. Your Ojo will continue to function normally.

A critical upgrade needs to be installed immediately. Ojo may not function normally without the installation of a critical upgrade.

However, whether an upgrade is standard or critical your settings, call logs, and phonebook entries will be preserved and remain stored in Ojo.

[Appendix 2 – Network Installation for other ways to connect Ojo.](#)

Getting Started



Registering Ojo and Establishing an Ojo Account

Before you can use Ojo, you must register and establish an Ojo account. This account enables you to make and receive video calls with other Ojo users.

Have available:

- Your 12-digit Ojo Unit ID Number (found on the "Please Call Customer Service" message, the bottom of your Ojo, and on the box)
- Your VISA® or MasterCard®

There are two ways to register:

- Call an Ojo customer service representative at 1-877 FOR MY OJO (1-877-367-6965) from a phone that uses the same phone number that Ojo will use.
- Visit the Ojo Web site at www.ojoservices.com.

After you establish your Ojo account, the Ojo Home screen is displayed with the correct time (for the Eastern Time Zone) and date.

Note: Refer to the following page for the procedure to change the time zone.

If the Ojo Home screen is not displayed (or if the displayed time and/or date are incorrect) after you have registered and established an Ojo account, refer to *Appendix 4 – Troubleshooting* on page 42.



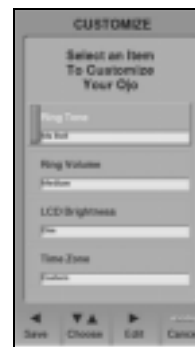
Correct Date and Time

Home Screen



Setting the Correct Time Zone

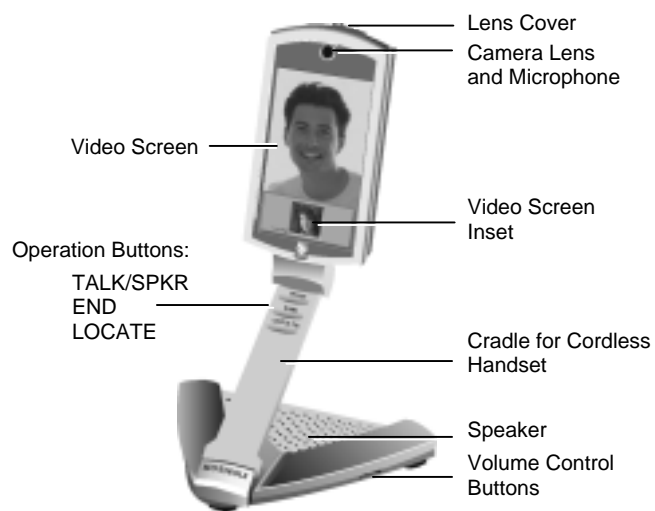
- 1 From the Ojo Home screen, press **▼** or **▲** to highlight **MAIN MENU**, then press **SELECT**. The Main Menu appears.
- 2 Highlight and select **Customize** to display the Customize screen.
- 3 Highlight and select **Time Zone** and then use the **▼** or **▲** keys on the handset keypad to display the desired time zone.
Note: The list of time zones includes **Eastern, Central, Mountain, Pacific, Arizona, Aleutian, Alaska, Hawaii, Samoa, Michigan, Indiana-Starke, and East Indiana.**
- 4 After the desired time zone is displayed, press **SELECT** and then press **▶** to save the selection. Ojo prompts you to confirm.
- 5 Use the **◀** and **▶** keys to highlight **Yes**, then press **SELECT**.
- 6 Press **END** to display the Ojo Home screen.



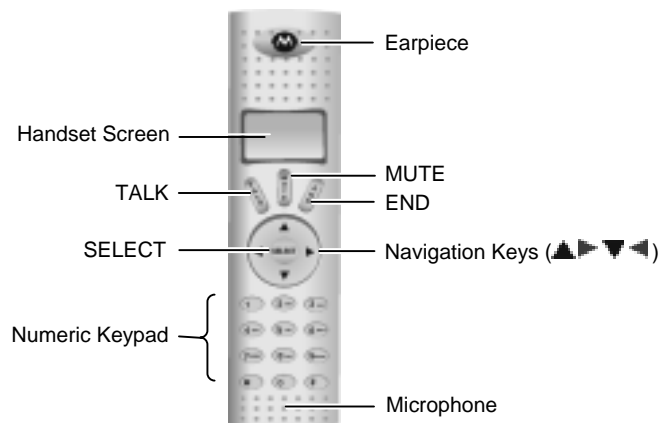


Ojo Controls and Screens

Ojo (without Cordless Handset)



Cordless Handset



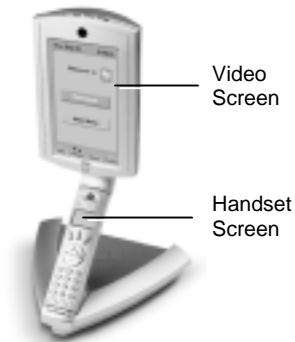


Screens

Ojo has two screens: the **video screen** and the **handset screen**.

The video screen displays:

- During a call, the incoming and outgoing video (shown on page 19) .
- In standby mode, the Ojo Home screen is used for easy navigation of Ojo's features and functions.
- When not in use, the video screen will go blank. Pressing any key will reactivate the display.



The handset screen displays:

- Battery power level
- "Battery Charging" (when the handset battery is being charged)
- Incoming Caller ID information (when an incoming call is received)
- Numbers being entered (when an outgoing call is placed)

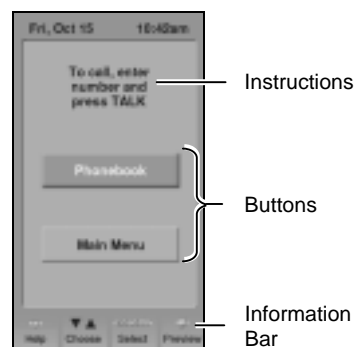
The handset screen does not display video.

Navigation Keys

Most Ojo screens provide **instructions** to follow, **buttons**, and an **information bar**.

You can highlight any of the buttons using the navigation keys on the handset. Usually, the top-most option on a screen (**PHONEBOOK** in the example) is selected by default.

Press **▼** or **▲** on the handset to highlight a button (**PHONEBOOK** or **MAIN MENU** in the example). Then press **SELECT** to choose the highlighted button.



Home Screen



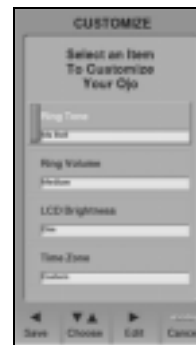
Setting Up Ojo

Ojo can be customized by selecting the **ring tone**, **ring volume**, **LCD brightness**, and your **time zone**. Each of these selections is accessed from the Customize screen.

Note: Scroll through the options for each selection by pressing the ▼ or ▲ keys on the handset keypad.

Customizing Ojo

- 1 From the Ojo Home screen, press ▼ or ▲ to highlight **MAIN MENU**. Press **SELECT**. The Main Menu appears.
- 2 Highlight and select **Customize** to display the Customize screen.
- 3 Select the desired settings (see below).
- 4 Press **END** to display the Ojo Home screen.



Setting the Ring Tone

- 1 Highlight and select **Ring Tone** and then use the ▼ or ▲ keys on the handset keypad to display the desired ring tone.
Note: Ojo displays the current ring tone setting. The ring tones will play as you scroll through the choices.
- 2 After the desired ring tone is displayed, press **SELECT** and then press ◀ to save the selection. Ojo prompts you to confirm.
- 3 Use the ◀ and ▶ keys to highlight **Yes**, then press **SELECT**.



Setting the Ring Volume

- 1 Highlight and select **Ring Volume** and then use the ▼ or ▲ keys on the handset keypad to display the desired ring volume.

Note: Ojo displays the current ring volume setting. The ring volumes will play as you scroll through the choices.

- 2 After the desired ring volume is displayed, press **SELECT** and then press ◀ to save the selection. Ojo prompts you to confirm.
- 3 Use the ◀ and ▶ keys to highlight **Yes**, then press **SELECT**.

Setting the LCD Brightness

- 1 Highlight and select **LCD Brightness** and then use the ▼ or ▲ keys on the handset keypad to display the desired LCD brightness.

Note: The LCD brightness levels are **Very Bright, Bright, Normal, Dim, and Dark**.

- 2 After the desired LCD brightness is displayed, press **SELECT** and then press ◀ to save the selection. Ojo prompts you to confirm.
- 3 Use the ◀ and ▶ keys to highlight **Yes**, then press **SELECT**.

Setting the Time Zone

- 1 Highlight and select **Time Zone** and then use the ▼ or ▲ keys on the handset keypad to display the desired time zone.

Note: The list of time zones includes **Eastern, Central, Mountain, Pacific, Arizona, Aleutian, Alaska, Hawaii, Samoa, Michigan, Indiana-Starke, and East Indiana**.

- 2 After the desired time zone is displayed, press **SELECT** and then press ◀ to save the selection. Ojo prompts you to confirm.
- 3 Use the ◀ and ▶ keys to highlight **Yes**, then press **SELECT**.



Using the Basic Functions

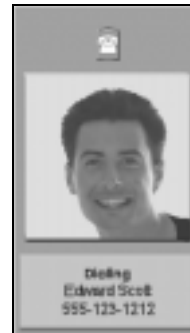
Making a Video Call

Ojo allows you to make both video and conventional telephone calls. When you make a video call, the party receiving your call must have an Ojo or other interoperable product. To use Ojo as a conventional phone, attach a phone line (see page 14).

Note: You must register Ojo before you can make or receive a video call. See page 14 for the procedure.

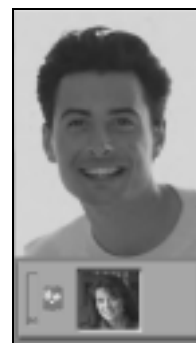
- 1 Check that the Home screen is displayed.
- 2 To preview the image that the other party will see, press the # key. To hide your image, press the # key again.
- 3 Enter the phone number on the handset. The video screen displays the number as you enter it.
- 4 Press **TALK**. The other party's phone rings or gives a busy signal.

If the person you are calling is entered in your Ojo Phonebook, the video screen displays a picture (if available) and the person's name and phone number.



- 5 When the person you called answers and activates his or her camera, your video screen displays their live image.

A live image of you (representing the image displayed to the person you called) appears in your video screen inset. Use this image to ensure that you are positioned correctly.





- 6 If you do not want the other party to see you, slide the lens cover to the left (see page 28). The orange block covers the camera lens, and your image does not appear. In its place, a message is displayed to the other party indicating that your camera is off.

Note: Whenever the camera lens is covered, a notice displayed in the video screen inset reminds you that video privacy is on.

Slide the lens cover to the right to allow the camera to display your video image.

- 7 To hang up, press END.

Making a Conventional Call

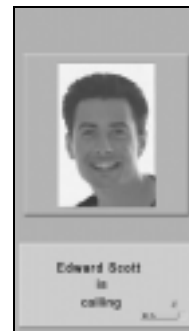
Note: To make a conventional phone call, your Ojo must be connected to a phone line.

- 1 Enter the phone number.
- 2 Press **TALK**.

Receiving a Call

Answering a call on Ojo is very simple...when the phone rings, just press **TALK!**

- 1 When a call comes in, Ojo rings and displays a Caller ID picture of the person calling (if available) and their phone number.



- 2 If the person calling has Ojo but a picture is not available, a silhouette appears instead of the caller's picture.



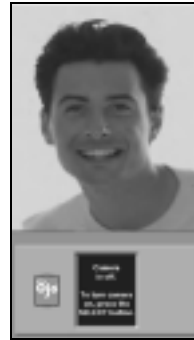
Using the Basic Functions



- 3 Press **TALK**. You are now connected, and you can hear the caller speaking.

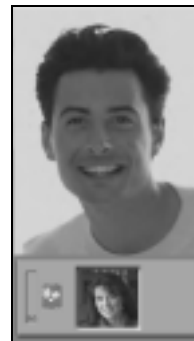
The video screen displays live video of the person who called.

Your camera is not activated automatically. Consequently, neither the caller nor you can see your video image (notice the "Camera is off" message at the bottom).



- 4 To turn your camera on, press **SELECT**. Your video image replaces the "Camera is off" message.

- 5 To end the call, press **END**.



Using Redial

You can redial the last number called by pressing **TALK** twice.



Taking a Caller ID Picture

A key feature of Ojo is seeing a still picture of the caller as part of the Caller ID function. By taking Caller ID pictures during your video calls, you can save these still pictures as part of your Phonebook entries.

Note: Phonebook entries do not require Caller ID pictures.

You can capture Caller ID pictures at any time during a video call. As a courtesy to your callers, tell them you wish to take their Caller ID picture so they can position themselves in front of their camera.

- 1 Press **SELECT** at any time during a dialed or received call.
- 2 After the call ends, go to the appropriate Calls Received or Calls Dialed log (see page 35) and highlight the last call.
- 3 Press **▶** or **SELECT** on the handset keypad to display the Entry Options screen.
- 4 Select **Store Entry** and press **END**. The Ojo Home screen is displayed.
- 5 From the Ojo Home screen, press **▼** or **▲** to highlight **PHONEBOOK** and then press **SELECT**. The Phonebook screen appears.
- 6 Press **▼** or **▲** to highlight the phone number that was just stored.
Note: The phone number is usually stored under the name "Unknown."
- 7 Press **▼** or **▲** to highlight **Photo** and then press **SELECT**.
- 8 Press **◀** and **▶** to view each available thumbnail photo. When the desired photo is displayed, press **SELECT** to save the photo.
- 9 Press **◀** to save the Phonebook listing. Ojo prompts you to press **SELECT** to confirm saving the Phonebook listing. Use the **◀** and **▶** keys on the handset keypad to highlight **Yes** to confirm saving the listing, or highlight **No**, then press **SELECT**.
- 10 Press **END** to display the Ojo Home screen.

Using the Basic Functions



Note: The next time you place or receive a call from this number, the Caller ID picture you saved will be displayed. You can take a new Caller ID picture during a subsequent call by following the above procedure.

Note: Ojo adds the picture directly into the Phonebook entry when you are calling someone that is already in the Phonebook.

Adjusting the Speakerphone Volume During a Call

There are two ways to adjust the volume while on a call:

- Press the volume buttons on the right side of Ojo's base.
- Press ▼ or ▲ on the handset.

Note: When you change the volume, the video screen temporarily displays the volume indicator.

Using the Cordless Handset for Audio Privacy

The speakerphone is active whenever the handset is in the handset cradle. For audio privacy:

- 1** Pick up the handset and use it as a portable phone.
- 2** Return the handset to the cradle to activate the speakerphone.

Note: When the handset is out of the cradle, you can use the three buttons on the cradle to: 1) Answer a call by pressing **TALK**, 2) Press **LOCATE** to activate your camera, 3) End a call by pressing **END**, or 4) locate a misplaced handset by pressing and holding **LOCATE**. The handset will emit a distinctive sound.

Muting the Audio During a Call

You can prevent the caller from hearing you or any other noise or conversation on your end of the call.

- 1** Press the **MUTE** button. Ojo displays a mute indicator. You can still hear the caller speaking, but the caller cannot hear you.
- 2** Press **MUTE** again so that the caller can hear you.

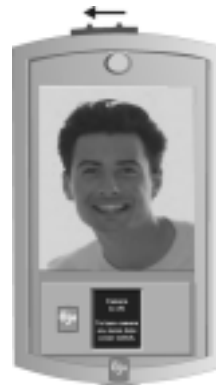
Note: This does not affect the video.



Turning the Camera Off for Video Privacy During a Call

You can shut off your camera during a call for video privacy.

- 1 Slide the lens cover to the left to close the cover and prevent the caller from seeing you.
"Camera is off" replaces your video image.
- 2 To enable the caller to see your video image again, slide the lens cover to the right.
Your video image replaces the "Camera is off" message. The other party can see you again on their incoming video screen.



Speed Dialing

You can use a one- or two-digit code to call a frequently called number.

- 1 Check that the Home screen is displayed.
- 2 Enter the one- or two-digit speed dial code on the handset numeric key pad.
Note: The speed dial code must be set up in your Ojo Phonebook before you can use it. Refer to page 29 for instructions on specifying a speed dial code.
- 3 Press **TALK**. The call is made.





Phonebook

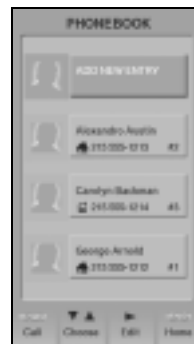
The Ojo Phonebook makes it easy to call those you talk to frequently. It stores up to 100 entries.

A phonebook entry can be added manually, from a call log (see page 36), or at the end of a call.

Adding a Listing to the Phonebook

You can add a Phonebook entry any time you are not using Ojo to make a call.

- 1 From the Ojo Home screen, press  or  to highlight **PHONEBOOK** and then press **SELECT**. The Phonebook screen appears.



- 2 Highlight and select **ADD NEW ENTRY** to display the Phonebook Edit screen.





3 Highlight and select **Name**, and use the handset numeric keypad to enter the name. After the character you want to enter is displayed, wait three seconds for the cursor to move to the next space.


- Press a key once to enter the lower case first letter on that number key. For example, press **4** once to enter **g**:

 once → g


- Press a key two or three times to enter the second or third lower case letter. For example, press **4** twice to enter **h**:


 twice → h

- Press a key additional times to enter a capitalized letter or the number itself. For example, press **4** five times to enter **H**:

 five times → H


- Or, press **4** seven times to enter the number **4**:

 seven times → 4

- To enter a space, press . To correct an error, press  to erase (backspace) the last entry.

After you have entered the name, press **SELECT**.

4 Highlight and select **Number** and then use the handset keypad to enter the phone number.

- Do not enter any non-numeric characters (such as a space, comma, parentheses, or dash).
- Press  to erase (backspace) the last character entered.

After you have entered the phone number, press **SELECT**.





- 5** Highlight and select **Speed**. Speed (Speed Dial) allows you to make a call to anyone in your Phonebook using a one- or two-digit number.

To enter the speed dial number for this entry, do either of the following:

- Press ▲ or ▼ to display the next available speed dial number.
- Enter the speed dial number using the keypad. Ojo notifies you if the number you enter is invalid or unavailable.

After you have entered the speed dial number, press **SELECT**.



- 6** Highlight and select **Location** and then use the ► and ◀ keys on the handset keypad to highlight the Home, Mobile, Work, or Home2 icon.

After you highlight the desired location icon, press **SELECT**.



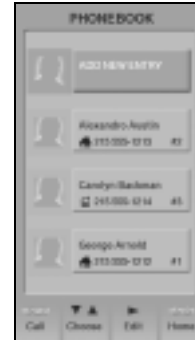
- 7** Press ◀ to save the new Phonebook listing. At least one character must be entered in both the Name and Number fields before the listing can be saved.

Ojo prompts you to press **SELECT** to save the Phonebook listing. Use the ◀ and ► keys on the handset keypad to highlight **Yes** to confirm saving the listing, or highlight **No**, then press **SELECT**.



Calling from the Phonebook

- 1 From the Ojo Home screen, press ▼ or ▲ to highlight **PHONEBOOK** and then press **SELECT**. The Phonebook screen appears.
- 2 Press ▼ or ▲ to highlight the desired listing.
- 3 Press **TALK**. The call is made.



Editing a Phonebook Listing

- 1 On the Home screen, press ▼ or ▲ to highlight **PHONEBOOK** and press **SELECT**.
- 2 Press ▼ or ▲ to scroll among the listings in your phonebook until the one you want to edit is highlighted.
- 3 Press **SELECT**.
- 4 Follow the instructions for entering a listing, which begin on page 29.







Deleting a Phonebook Listing

- 1** On the Home screen, press **▼** or **▲** to highlight **PHONEBOOK** and press **SELECT**.
- 2** Press **▼** or **▲** to scroll among the listings in your Phonebook until the listing you want to delete is highlighted.
- 3** Press **SELECT** to display the Phonebook Edit screen.
- 4** Press **▼** to highlight the **Delete** button and then press **SELECT** to delete the listing. Ojo prompts whether to delete the Phonebook listing.
- 5** Use the **◀** and **▶** keys on the handset keypad to highlight **Yes** to confirm deleting the listing, or highlight **No**, then press **SELECT**.





Finding a Name in the Phonebook

- 1** From the Ojo Home screen, press  or  to highlight **PHONEBOOK** and then press **SELECT**. The Phonebook screen appears.
- 2** Use the handset keys to enter the first letter of the name. The first listing beginning with that letter is displayed.
- 3** Press the same key again to display listings that begin with the next letter on that key.

For example, press the **5** key to display the first listing that begins with the letter **J**.

For example, press the **5** key again to display the first listing that begins with the letter **K**.

A prompt appears if there are no entries that can be accessed by the key you pressed. For example, if there are no entries that begin with **J**, **K**, or **L**, a prompt notifies you that there are no entries beginning with **J**, **K**, or **L**, depending on how many times you press that key.

If you select a letter for which there are no entries but there are entries that begin with other characters on that key, those entries will be displayed. For example, pressing the **5** key displays the first listing that begins with **K** if there are no entries that begin with the letter **J**.



Call Logs

Reviewing the Calls Received or Calls Dialed Logs

The Calls Received and Calls Dialed logs keep track of the last ten calls received and the last ten calls dialed, respectively. You can quickly return a call from either log.

Placing a Call from the Calls Received or Calls Dialed Log

- 1 On the Home screen, press ▼ or ▲ to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
- 2 Highlight and select **CALLS RECEIVED** or **CALLS DIALED** to display one of the call log screens.
- 3 Press ▼ or ▲ to scroll through the list of calls until the call you want is highlighted.
- 4 Press **TALK**.



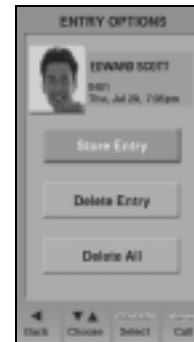
Deleting a Call from a Call Log

Each call log maintains up to ten calls. When an eleventh call is received or made, Ojo adds it to the appropriate call log and automatically deletes the first call. You can delete any call from a call log.

- 1 On the Home screen, press ▼ or ▲ to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
- 2 Highlight and select **CALLS RECEIVED** or **CALLS DIALED** to display the call log screen.



- 3 Press **▼** or **▲** to scroll through the list of calls until the call you want is highlighted.
- 4 Press **▶** to display the options screen.
- 5 Select an option:
 - To delete a single call on the log, highlight and select **DELETE ENTRY**.
 - To delete all of the calls on the log, highlight and select **DELETE ALL**.



Adding a Name to Your Phonebook from a Call Log

You can quickly add the name/number of a caller listed on either call log to your Phonebook.

- 1 On the Home screen, press **▼** or **▲** to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
- 2 Highlight and select **CALLS RECEIVED** or **CALLS DIALED** to display the call log screen.
- 3 Press **▼** or **▲** to scroll the list of calls until the call you want is highlighted.
- 4 Press **SELECT** to display the options screen.
- 5 Highlight and select **STORE ENTRY**. Ojo prompts whether to store the Phonebook entry.
- 6 Press **SELECT** to confirm storing the entry. If the entry is not to be stored, press **▶** to select No and then press **SELECT**.



Appendix 1 – Caring for Ojo

Clean external components with a soft cloth dampened with water. If needed, use mild soap to remove stains.

Important: Never use strong detergents, other harsh cleaning agents, or treated cloths, as they may damage the surface of Ojo. Never use a spray or excess water, as this may affect electrical continuity.

Replacement cordless handsets and power supplies are available should they become lost or damaged. Contact your retailer or call an Ojo customer service representative at 1-877 FOR MY OJO (1-877-367-6965) to order units.

Occasionally, Ojo may inform you that software upgrades are available for installation. This software could consist of new features or improvements to Ojo's operating system. There are two types of upgrades, standard and critical. Upgrades will normally install in less than 15 minutes.

You may choose to install a standard upgrade, or choose to ignore it. Your Ojo will continue to function normally.

A critical upgrade needs to be installed immediately. Ojo may not function normally without the installation of a critical upgrade.

However, whether an upgrade is standard or critical your settings, call logs, and phonebook entries will be preserved and remain stored in Ojo.



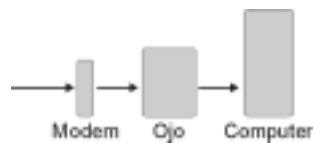
Appendix 2 – Network Installation

There are several possible ways to set up Ojo as part of your home network. Several typical home network configurations that include Ojo are described below.

- 1 You can set up Ojo anywhere in your house (it doesn't have to be right next to the modem) using Homeplug™ technology.

Homeplug is a new technology that allows you to use household power outlets to replace any Ethernet connection. For more information about using Homeplug in your home network, visit www.homeplug.com.

- 2 If your cable modem is connected to a single computer (or other device), Ojo can be connected to the modem and computer as shown below:



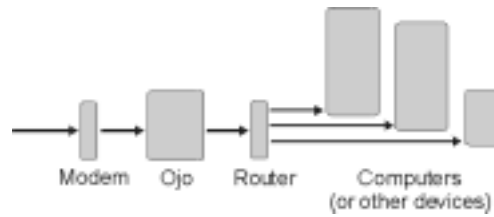
To connect Ojo in this manner, turn off the modem power switch, then plug one end of the provided Ethernet cable into the “TO MODEM” port on the back of Ojo, and the other end into the cable modem. Connect the Ethernet cable from the PC to the “TO COMPUTER” port on the back of Ojo. Then connect the telephone line, turn on the modem power switch, and power up Ojo (see page 14 for details).

Note: This manner of connecting Ojo is not recommended and will not work if you are using a USB port on your computer or if you have a DSL modem that requires PPPoE support.

Appendix 2 – Network Installation



- 3 You also can connect Ojo to the router as shown below:



Note: This manner of connecting Ojo is not recommended and may not work if you have a DSL modem. Your DSL modem must support DHCP. It will not work if the DSL modem requires PPPoE support.

- 4 If you have a DSL modem, connect Ojo to the DSL modem using a DSL-compatible router.



Appendix 3 – Startup Connections

Changing Bandwidth Profile and Internet Settings

The Connection screen allows you to change your bandwidth profile or Internet settings. Normally the default settings work best. The selected bandwidth profile needs to be less than your upstream speed. If the bandwidth selected exceeds your upstream speed, the quality of your Ojo calls will deteriorate and your Ojo may not function properly. If you do not know your upstream speed or wish to confirm it, please call your ISP.

Bandwidth Profile allows you to change the bandwidth used during a call. **Internet Settings** allow you to change the method Ojo uses for an IP address. **Reset Connection** allows you reacquire your Internet connection without power cycling your Ojo.

Changing Bandwidth Profile

- 1 On the Home screen, press ▼ or ▲ to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
- 2 Highlight and select **Connection** to display the Connection screen.
- 3 Press ▼ or ▲ to highlight **Bandwidth Profile** and press **SELECT**.
- 4 Use the ▼ and ▲ keys on the handset to select one of the following profiles: **Cable Modem 150 K bps**, **DSL 100 K bps**, **DSL 150 K bps**, or **T1 250 K bps**.
- 5 After you select the desired profile, press **SELECT**.
- 6 Press ◀ to save your Connection settings. Ojo prompts you to save the settings. Choose “**Yes**” to save the settings and return to the Main Menu.

Changing Internet Settings

- 1 On the Home screen, press ▼ or ▲ to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
- 2 Highlight and select **Connection** to display the Connection screen.
- 3 Press ▼ or ▲ to highlight **Internet Settings** and press **SELECT**.
- 4 Use the ▼ and ▲ keys on the handset to select **Get IP**.
- 5 Use the ▼ and ▲ keys on the handset to select one of the following IP methods: **DHCP** or **Static IP Address**.



- 6 After you select the desired method, press **SELECT**.
- 7 If you selected **Static IP Address**, you need to enter the following information: **IP Addr**, **DNS 1**, **DNS 2**, **Mask**, and **Route**.

Important: Before entering any Static IP Address information, contact your Internet Service Provider (ISP) to obtain the correct address information. Entering incorrect information will render your Ojo inoperable.

Write the address information obtained from your ISP in the spaces below:

IP Addr: _ _ _ . _ _ _ . _ _ _ . _ _ _

DNS 1: _ _ _ . _ _ _ . _ _ _ . _ _ _

DNS 2: _ _ _ . _ _ _ . _ _ _ . _ _ _

Mask: _ _ _ . _ _ _ . _ _ _ . _ _ _

Route: _ _ _ . _ _ _ . _ _ _ . _ _ _

- 8 Using the numeric keypad, enter the address information you obtained from your ISP. Use the **▼** and **▲** keys on the handset to move to different Static IP address fields.
Note: Use **▶** to enter a dot [.].
- 9 Press **SELECT** when the address information has been entered.
- 10 Press **◀** to save your Connection settings. Ojo prompts you to save the settings. Choose **"Yes"** to save the settings and return to the Main Menu.
- 11 Press **END** to return to the Home screen.

Resetting Network Connection

- 1 On the Home screen, press **▼** or **▲** to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
- 2 Highlight and select **Connection** to display the Connection screen.
- 3 Press **▼** or **▲** to highlight **Reset Connection** and press **SELECT**. Ojo prompts you to reset the network connection. Choose **"Yes"** to reacquire your network connection, or **"No"** to return to the Connection screen.



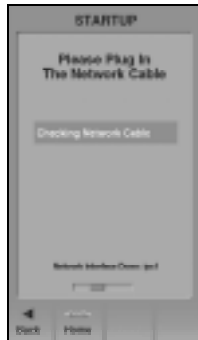
Appendix 4 – Troubleshooting

If this happens...

Before calling Technical Support...

During Installation and Power-Up...

Ojo prompts you to “Please Plug In The Network Cable.”



Check that the Ethernet cable is connected to the “TO MODEM” port on the back of Ojo, and the other end is plugged into an open port on your router.

The “TO MODEM” port uses green and amber LEDs to indicate connection status and speed. The green LED blinks when data is flowing through the connection, otherwise it stays lit. The amber LED is off for low speed connections and lit for high speed connections. If connected properly the green status LED on the Ojo should be lit or blinking. If not try using a different Ethernet cable.

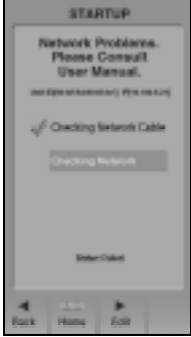

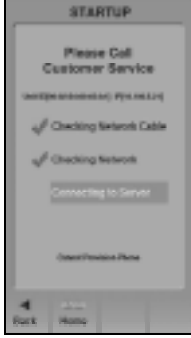
Try using a different Ethernet cable.

If a different cable fails, try power cycling Ojo once more.

If it still fails, place a call to Technical Service.



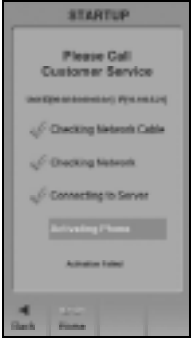
If this happens... Before calling Technical Support...

During Installation and Power-Up...	
<p>Ojo informs you of network problems and displays "Network Problems. Please Consult User Manual."</p> 	<p>Press ▶ to move to the CONNECTION screen. You may need to enter a Static IP address for your network set up. Please refer to Appendix 3.</p>  <p>If, after updating your IP address, Ojo again checks for a network connection and fails, place a call to Customer Service.</p>
<p>After successfully connecting to the network, Ojo prompts you to "Please Call Customer Service" while "Connecting to Server" is highlighted in orange.</p> 	<p>Place a call to Customer Service to authenticate the unit.</p> <p>This is a routine occurrence the first time you set up Ojo.</p>



If this happens...

Before calling Technical Support...

During Installation and Power-Up...	
<p>After successfully connecting to the server, Ojo prompts you to “Please Call Customer Service” while “Activating Phone” is highlighted in orange.</p> 	<p>Place a call to Customer Service to activate the telephone.</p> <p>This is a routine occurrence the first time you set up Ojo.</p>
<p>You’ve made all the connections but the Home screen does not come up.</p>	<p>Check that power is connected and the power source is turned on.</p> <p>Check router settings. Refer to your router documentation and make sure that UPnP is enabled on the router.</p>
<p>The Home screen displays the wrong time and date.</p>	<p>If your time and date are off by more than a day or two, check router settings. Refer to your router documentation and make sure that UPnP is enabled on the router.</p> <p>Otherwise, review <i>Setting the Correct Time Zone</i> on page 20 of your <i>User Guide</i>. Your Ojo may be functioning correctly but set for the wrong time zone.</p>

Appendix 4 – Troubleshooting



If this happens... Before calling Technical Support...

During Installation and Power-Up...	
Ojo displays a "Failed to Connect" message when you turn on the power.	Ojo always displays a "Failed to Connect" message the very first time you power on before activating the phone. Call a customer service representative to activate or re-activate the phone.
It takes a really long time for Ojo to get to the Home screen.	It can take up to five minutes. If it takes longer than five minutes, re-power the cable modem and try again. If the Home screen is still not displayed, contact Technical Support.
During Call Set-Up (Trying to Make a Call)...	
The handset is not working.	Check that the handset battery is installed and charged. Move closer to Ojo.
Sometimes you don't see a picture ID of the incoming caller.	Review "Taking a Caller ID Picture" in your User Guide. You may not have a Caller ID Picture for this caller in your Phonebook. Ask the caller if they have taken their picture ID photo.
During the Call...	
There is no self-image video on the video screen.	Check that the camera lens is not covered. Check that you are within view of the camera. During an incoming call, be sure to press SELECT to transmit your video self-image. Increase the lighting in the room.
The self-image video is not clear.	Maintain a distance of at least 17 inches from the camera. Increase the lighting in the room.



Appendix 4 – Troubleshooting

If this happens...

Before calling Technical Support...

During the Call...	
The self-image video is too dark.	Increase the lighting in the room.
There is no incoming video (of the other party) on the video screen.	Ask the other party to check that their camera lens is not covered. Cancel the call and try again. Check router settings. Refer to your router documentation and make sure that UPnP is enabled on the router.
The incoming video image is too dark.	Tell the other party to increase the lighting in the room they are in. Try adjusting the brightness of your LCD screen. Review to <i>LCD Brightness</i> on page 20 of the User Guide.
The incoming video image freezes.	Allow a few seconds for the problem to correct itself. Cancel the call and try again.
There is no incoming audio (you can't hear the other party).	Check that the Mute function is off. Check the speaker volume setting. Check router settings. Refer to your router documentation and make sure that UPnP is enabled on the router.
There is an echo.	Lower the volume. The surface may be too hard. Put a placemat or mouse pad under Ojo. The acoustics of the room may not be ideal. Move Ojo to another location with better acoustics.



Appendix 5 – Technical Specifications

Personal Video Phone Technical Specifications

General

DC Input	12 V
DC Current	5 A (typical)
Power Consumption	30 W (typical)
Operating Temperature	10° to 40°C
Storage Temperature	0° to 60°C
Dimensions	14" x 8.5" x 7.5"
Weight	2.5 lbs

Network

Connector (2)	RJ-45
Protocol	TCP/IP
Ethernet Network Interface	100 Base-T
Communications Standards	SIP, TCP/IP, RTP

PSTN

Connector	RJ-11
Dialing Mode	Tone (DTMF)/Pulse

Audio

Compression (Video Calls)	ILBC
Compression (Audio Calls)	G.711

Speakerphone

Audio Processing	Full Duplex
Echo Cancellation	Adaptive Sub-band

Display

LCD Monitor	7" diagonal
Type	LCD
Resolution	234 x 480
Aspect Ratio	16:9

Camera

Image Sensor	¼" color
Backlight Compensation	Yes
Automatic Gain Control	Yes
White Balance	Auto
Minimum Illumination	2 lux



Appendix 5 – Technical Specifications

Personal Video Phone Technical Specifications (Continued)

Video (in call)

Resolution	176 x 144 (QCIF)
Frame Rate	30 fps
Compression	H.264

Standards and Certifications

Standards	IEEE 802.3, 10 Base-T, 802.UT 100 Base-TX
Certifications	FCC, CE

Cordless Handset Technical Specifications

General

Dimensions	6.25" x 1.5" x 0.5"
Weight	5 oz
Display	Illuminated Graphic LCM
Range (Nominal Effective)	100 ft

Battery

Battery Type	Nickel Metal Hydride
Charge Time	1 hour
Talk Time	6 hours



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