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Important 911 Information

If you are using the Ooma Telo device without a landline backup, be advised that E911 service is less reliable than traditional 911 service. Some regions do not support E911 and your emergency call may be routed to an emergency response center which does not keep your contact information on file.

In addition, Ooma relies on customers to keep their address up-to-date, and will send your call to an emergency response center with the address you've provided to us. It is therefore vital you keep your address current by logging into your online account or calling customer support at 1-888-711-6662.

Lastly, you will not be able to make E911 calls with your Ooma system if power or Internet service is unavailable. Please leave this notice next to your phone.

Safety Information

When using telephone equipment, including the Ooma Telo™ device, 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, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, near a swimming pool, under the rain, do not plunge any parts in water or any other liquid.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- Use only the power adapter indicated in this manual, if necessary order a new replacement power adapter from Ooma or authorized retailers using the original part number.
- Do not insert the power adapter into an extension cord, receptacle or outlet unless the prongs can be fully inserted, failure to do so may cause electric shock or excessive heat resulting in a fire.
- Do not overload power outlets and extensions cords, otherwise it can result in fire or serious electrical shock.

- To prevent overheating, situate the product away from heat sources such as radiators, heat registers, stoves, or other fixtures, appliances and products that produce heat.
- Unplug with caution the product from power outlets if it emits smoke, an abnormal smell or makes unusual noise. These conditions may cause fire or electrical shock.
- Do not remove the cover or disassemble any component of this product. This product contains no user-serviceable parts.
- Unplug the product from the power outlet before cleaning. Do not use liquid or if aerosol cleaners, use a damp cloth or a microfiber cloth for cleaning.
- This product should never be placed near or over radiator or heat register, nor in any area where proper ventilation is not provided.
- Do not allow anything to rest on the Ooma Telo device, its power cord or power adapter.
- Do not install the product where its power cord may be walked or stumbled on.
- Unplug the product from the power outlet if the power adapter cord or power adapter prongs are damaged or frayed, if liquid has been spilled onto the product, if the product has been exposed to rain, water or any other liquid, if the internal components of the Ooma Telo or its power adapter are exposed.
- Do not use a telephone to report a gas leak in the vicinity of the leak.
- The power supply adapter is intended to be correctly oriented in a vertical or floor mount position, the prongs are not designed to hold the power adapter in place if it is plugged upside down, for example do not use facing down power outlets on a ceiling, under a table or in a cabinet.
- The equipment and accessories must be operated only for its intended use 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,
- 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 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.

The Ooma Telo device may optionally be used with a landline backup, in which case the following apply.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

An applicable Universal Service Order Codes (USOC) certification for the jacks used in this equipment is provided (i.e., RJ11 C) in the packaging with each piece of approved terminal equipment. A plug and jack used to connect this equipment to the premises

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

The REN (Ringer Equivalence Number) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the telephone provider. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. 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.

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 the installation of this Ooma system does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

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.

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 Telo device 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.

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 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.