ooma Simpl Photodial

Ooma Family Home Phone Service Bundle with Simpl Photodial Phone User Manual

Model: Simpl Photodial | Brand: Ooma

Introduction

This manual provides detailed instructions for setting up, operating, and maintaining your Ooma Family Home Phone Service Bundle with the Simpl Photodial Phone. This system offers reliable home phone service with features designed for ease of use and safety, including address-based 911, robocall blocking, and unlimited nationwide calling.

What's Included

Your Ooma Family Home Phone Service Bundle typically includes the following components:

- Ooma Telo Device (White)
- Simpl Photodial Phone with corded handset
- Ethernet Cable
- Power Adapter
- Optional Ooma Linx device (for wireless phone placement)

Setup Instructions

Follow these steps to set up your Ooma Family Home Phone Service:

1. Connect the Ooma Telo Device

Connect the Ooma Telo device to your internet router using the provided Ethernet cable. One end goes into the "INTERNET" port on the Telo, and the other into an open Ethernet port on your router. Then, connect the power adapter to the Telo and plug it into a wall outlet.

Image: Rear view of the Ooma Telo device, highlighting the internet, home, and phone ports for connection.

Ensure your internet connection is active for the Ooma Telo to function correctly. A stable internet connection is essential for clear call quality.

Image: Connection diagram illustrating how the Ooma Telo device connects to an internet router and then to a phone.

2. Connect the Simpl Photodial Phone

Plug the Simpl Photodial Phone into the "PHONE" port on the Ooma Telo device using a standard phone cord. If you are using the optional Ooma Linx device, follow its specific setup instructions to connect it wirelessly to the Telo and then plug your phone into the Linx.

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Ooma has been rated the top phone service by Consumer Reports.

VIEW REPORT ON OOMA AMAZON BRAND STORE

Consumer Reports does not endorse products or services.

Image: The Ooma Simpl Photodial Phone, featuring large buttons and dedicated photo dial slots for easy access.

Image: The Ooma Linx device, a compact black unit with a blue light, used to extend phone service wirelessly.

3. Activate Your Service

Visit the Ooma website or use the Ooma mobile app to activate your service and configure your account. You will need to register your device and select your service plan. During activation, you can choose to port your existing phone number or select a new one.

Operating Instructions

Making and Receiving Calls

To make a call, pick up the handset and dial the desired number. To receive a call, simply pick up the handset when the phone rings.

Using Photo Dial Buttons

The Simpl Photodial Phone features 6 customizable one-touch photo dial buttons. To program these buttons, refer to the specific instructions provided with your Simpl Photodial Phone. Once programmed, simply press the desired photo button to dial the associated contact.

Your browser does not support the video tag.

Video: This video demonstrates how to customize the Ooma Family Phone, including setting up the photo dial buttons for quick access to contacts.

Emergency 911 Calling and Alerts

Your Ooma service includes address-based 911, ensuring your registered address is sent to emergency dispatchers when 911 is dialed. You can also set up text alerts to be notified when 911 is called from your home phone.

Your browser does not support the video tag.

Video: This video highlights the safety features of the Ooma Family Phone Bundle, including the 911 calling capabilities and text alerts.

Call Blocking

Utilize Ooma's advanced robocall blocking features to prevent unwanted calls from telemarketers and scammers. These settings can typically be managed through your Ooma online account portal or the mobile app.

Ooma Mobile App

The Ooma mobile app allows you to take your home phone number with you on your smartphone. You can make and receive calls using your Ooma number, check voicemail, and manage settings from anywhere with an internet connection.

Image: A screenshot of the Ooma mobile app displaying a voicemail interface, demonstrating its on-the-go functionality.

Maintenance

To ensure optimal performance and longevity of your Ooma system:

- Keep the Ooma Telo device and Simpl Photodial Phone clean by wiping them with a soft, dry cloth.
- Avoid exposing the devices to excessive moisture, dust, or extreme temperatures.
- Ensure proper ventilation for the Ooma Telo device to prevent overheating.
- Regularly check all cable connections to ensure they are secure.

Troubleshooting

If you encounter issues with your Ooma Family Home Phone Service, refer to the following common troubleshooting steps:

- **No Dial Tone or Poor Call Quality:**
  - Check your internet connection. Ensure your router is working and the Ooma Telo is connected to the internet port.
  - Verify that the phone cord is securely plugged into the "PHONE" port on the Ooma Telo and into your Simpl Photodial Phone.
  - Restart your Ooma Telo device by unplugging its power adapter for 10 seconds and then plugging it back in.
  - If using the Ooma Linx, ensure it is properly paired with the Telo and within range.
- **Cannot Make or Receive Calls:**
  - Confirm your Ooma service is active and your account is in good standing.
  - Check the status lights on your Ooma Telo device. Refer to the Ooma online support for light indicator meanings.
- **Static or Echo During Calls:**
  - This can sometimes be caused by network congestion. Try restarting your router and Ooma Telo.
  - Ensure there are no other devices causing interference near your phone or Telo.
  - If the issue persists, contact Ooma customer support for advanced network diagnostics.

For further assistance, please visit the Ooma support website or contact their customer service.

Specifications

Brand	Ooma
Model Number	Simpl Photodial (Ooma Telo Manufacturer Part Number: 811008025373)
Manufacturer	Ooma, Inc.
Item Weight	4.2 pounds
Product Dimensions	12 x 9 x 6 inches
Material Type	Plastic
Color	White
Date First Available	April 23, 2024

Warranty Information

Specific warranty details for the Ooma Family Home Phone Service Bundle and Simpl Photodial Phone are provided by Ooma, Inc. Please refer to the documentation included with your product or visit the official Ooma website for the most current and complete warranty information.

Support Information

For technical support, customer service, or additional resources, please contact Ooma directly:

- **Ooma Official Website:** www.ooma.com
- Refer to the Ooma website for contact numbers, live chat, and support forums.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question