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Ojo Vision Video Phone – GENERAL

What is required to use the Ojo Vision Video Phone?

- A high-speed, Internet connection (DSL, Cable or Fiber)
- A U.S. billing and shipping address
- Standard U.S. power outlet with electrical connection
- Digital Voice and Video Phone Service
- Recommended Set-up: Router with Ethernet cable (Linksys® WRT 160N recommended router)

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Will I need a router?

If you intend to have a computer or other devices sharing the Internet connection with the Ojo Vision Video Phone you will need a router. The Linksys® WRT160N is a recommended router and is available at major electronic and computer retailers. Please follow the router manufacturer's instructions to install the router. Once you have the router installed, please use the instructions provided with the Ojo Vision Video Phone to install the Ojo Vision Video Phone. You may skip installing the router if you do not intend to attach other devices besides the Ojo Vision Video Phone to your Internet connection.

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How do I install the Ojo Vision Video Phone?

Please refer to the Ojo Vision Video Phone Quick Installation Guide located at www.ojosupport.com for complete step-by-step installation instructions.

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Can I connect more than one Ojo Vision Video Phone to one phone line?

You cannot connect more than one Ojo Vision Video Phone to the same telephone number. However, you can have multiple Ojo Vision Video Phones at the same location, each having a separate number, and all of those numbers can be together on the same account.

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Can I make phone calls to people who do not have a digital video phone or an Ojo Vision Video Phone?

Your Ojo Vision Video Phone works like a traditional phone. Therefore you can make and receive calls to other traditional phones or mobile phones that are not digital video phones without any difficulty. You can only make and receive digital video phone calls to other users who also subscribed to Ojo Vision Video Phone Service (this excludes Video Link Plan).

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Will I get charged additional fees for a digital video phone call?

All Ojo Vision Video Phone calls to the U.S., Canada and Puerto Rico are included in the monthly Digital Video Phone plan. There are no additional charges for a digital video phone call.

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Ojo Vision Video Phone – BASIC FUNCTIONS

How do I hang up a call while using the speakerphone?

Hang up the handset or press  or press 


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How can I adjust the volume during a call?

While on a call use ▲▼ to adjust the volume (for that call only).

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Is there a delete button on the Ojo Vision Video Phone?

Yes, the ◀ or  button is the delete button. If you are making changes and wish to delete the changes select Delete (Right Soft Key).

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How many contacts and photos can be stored in the Phonebook?

You can have up to 300 contacts in the Phonebook, and each entry can be customized with a ring tone and photo. Remember that photos are loaded in external memory, not in the Ojo Vision Video Phone.

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Can I use multiple phone handsets with the Ojo Vision Video Phone?

Many of our customers use cordless phone systems that include a base unit and extra handsets. The base station of the cordless telephone plugs directly into the Ojo Vision Video Phone. Multiple handsets can be placed anywhere in the house.

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Ojo Vision Video Phone – DIGITAL PHOTO FRAME

Can I display my photos by inserting a flash drive into the Ojo Vision Video Phone?

Yes, the USB port on the Ojo Vision Video Phone allows you to connect a flash drive and download your photos. (JPEG images are preferred, but GIF and PNG images will also work.)

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Can I remove my flash drive and add other photos?

Yes, Ojo Vision Video Phone only displays the photos you have selected from your flash drive when it is connected. When you remove the flash drive, Ojo Vision Video Phone no longer has access to them. This allows you to load new photos from other storage devices.

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Will I be able to retrieve my photos once I remove my flash drive and reinsert it?

Yes, however, we recommend you do not remove the storage device during a call.

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My flash drive has multiple folders. Where will my selected photos be located after selecting them?

A folder will be automatically created when a photo is selected.

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What size and format do my photos need to be for usage in the Digital Photo Frame?

The system automatically scales images. The aspect ratio of a photo is automatically changed to fit the screen size, stretching horizontally. JPEG images are preferred, but GIF and PNG images will also work.

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Ojo Vision Video Phone – TECHNICAL

Can I use the Ojo Vision Video Phone with a laptop computer and Aircard?

The Ojo Vision Video Phone will work in some cases with a laptop computer and Aircard or Wi-Fi, but this is not the recommended method. For the best quality, we recommend you connect the Ojo Vision Video Phone behind a router that is connected to a wired Internet Service. In addition, Customer Support cannot answer technical calls related to the use of Aircards or Wi-Fi to operate the Ojo Vision Video Phone.

Note: Do not use an Aircard while registering the Ojo Vision Video Phone. The use of an Aircard or Wi-Fi could slow or stop the registration process and cause premature failure of the Ojo Vision Video Phone. To ensure proper registration, make sure the Ojo Vision Video Phone is connected to your Internet service.

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What should I do if my Ojo Vision Video Phone is connected directly to a cable modem, but it will not register or get an IP address?

A router is recommended with use of your Ojo Vision Video Phone to ensure you have the best quality available. However, if you decided to connect the Ojo Vision Video Phone directly to your cable modem, follow these steps:

- Unplug and turn off your modem for five minutes.
- Connect the blue Ethernet cable to the blue WAN port on the back of your Ojo Vision Video Phone.
- Plug in and turn on your modem.
Note: It could take up to two minutes for the lights to turn solid green on the modem.
- Plug your Ojo Vision Video Phone into an electrical outlet.
- Your Ojo Vision Video Phone will begin the registration process, which may take up to 15 minutes. Please do not press keys or try to make any calls during this process. Once the blue registration light is a solid blue, your Ojo Vision Video Phone is ready to use!

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What should I do if my Ojo Vision Video Phone is non-responsive when first attempting to register to the network?

The first time the Ojo Vision Video Phone boots up, it will take up to five minutes for the phone to register. Pressing keys or trying to make a call during the registration process could lock up or damage your phone. Once the registration light appears, your Ojo Vision Video Phone is ready to use.

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