

# Ojo 900 & 1000 Personal Video Phone

## Frequently Asked Questions

### **1. Do I need a computer to use Ojo?**

No, but you do need suitable broadband (high speed) Internet access.

### **2. Can I use Ojo with my dial-up Internet service connection?**

No, you need to subscribe to broadband Internet access.

### **3. Will other people with Ojos be given my Ojo phone number after they register their Ojo with Ojo Services?**

We will not share your Ojo number or any personal account information with ANYONE.

### **4. My mother has a video phone from another company; can I call her using my Ojo?**

Interoperability with other video phones is in testing. Although Ojo is standards-based and should be interoperable with other standards-based video phones, no assurance can be provided at this time with respect to the interoperability with any specific video phone.

### **5. What if I move? Can I take the video phone service with me?**

Yes, but your video phone needs to be re-registered with your new telephone number and your billing information updated.

### **6. I go to the lake for vacation, can I take my Ojo?**

Yes, as long as you continue to have a suitable broadband connection at your vacation address. Your Ojo number stays the same as when you registered.

### **7. My brother has DSL and I have a cable modem for our broadband connections. Will Ojo work for both of us?**

Yes.

### **8. My sister has her broadband access through a different cable provider than I. Will Ojo work for both of us?**

Yes.

### **9. Can other people see & hear my Ojo video conversations?**

No. Ojo uses secure video streams, intended to ensure your privacy.

### **10. Can I connect Ojo to my Vonage VoIP service?**

This has not been tested and is not yet supported.

### **11. Do I need to pay for both Ojo's service and my VoIP service?**

Yes.

### **12. Does the monthly Ojo service fee include the cost of my regular telephone calls when I plug my phone line into Ojo?**

The service fee provides unlimited video calls with your Ojo (assuming you have broadband access). Standard calling rates still apply to all regular telephone calls as billed by your local or long distance telephone provider.

### **13. If I send an Ojo to my sister outside of North America will it work?**

Yes, it should work with video calls assuming she has suitable broadband access and electrical power. It may not work with conventional voice calls since the standards for regular telephony vary from country to country. Furthermore any calls made outside of the United States are subject to the regulatory agencies of the subject countries which may impact the ability to make or receive calls.

### **14. Sometimes the picture on my Ojo looks like it's dissolving into squares, is there something wrong with my Ojo?**

Typically this is a temporary situation related to Internet traffic and usually corrects itself.

### **15. My name is spelled incorrectly on my Ojo Caller ID -- can I get it fixed?**

Please call Ojo Customer Service at 1-877-FOR-MY-OJO (1-877-367-6965).

### **16. Can I purchase additional ring tones?**

New and exciting ring tones are coming soon.

### **17. I have a VoIP service and use it to call my family. Ojo's literature says that it is an IP video phone. Can I subscribe to the Ojo service and drop my VoIP service?**

Ojo is an IP video phone (literally video and voice over Internet) that can be used to make video/voice calls between Ojo-compatible phones. Ojo does not currently offer a traditional VoIP service (like Vonage) that you can use to make regular (voice-only) calls to PSTN and VoIP telephone numbers.

### **18. I want to call my relatives with Ojo. If I buy an Ojo video phone for myself and one for my relatives, and we both subscribe to the Ojo service, do I need to subscribe to any other phone service to make a call?**

You don't need any phone service other than the Ojo service to make video phone calls using the Ojo video phone. You do, of course, need a broadband connection to the Internet.

## 19. How do I set up my router to work with Ojo?

Many routers will work without requiring any changes to the router. However, some routers need to be configured to support video phone calls. Our router list contains many common routers and the configuration changes that are needed to make and receive video phone calls.

## 20. Why can't I make regular telephone calls like I used to?

Ojos were recently upgraded with new software and the settings for this feature were changed, if you wish to change these settings, please refer to the "Ojo Upgrade" section for details. Additionally, when Ojo leaves the factory, it is set up for Ojo to Ojo calling only. If you have not set up your Ojo to make conventional telephone calls, you will need to change a setting on the Ojo to enable this feature. Refer to the "Ojo Upgrade" section for details.

## 21. Why is the "Dancing Ojo" displayed whenever I leave a message?

The "Dancing Ojo" alerts you that a message is being recorded and it gives you a focus to look at while recording your message.

## 22. My Ojo Shadow keypad flashes when I have a new message or when I receive an incoming call. Why is that happening?

Your Ojo Shadow recently received an automated software upgrade that includes a Message Waiting Light feature. Here's how it works:

- When you receive a new message, the LED located just above the MUTE button flashes. This steady flash (approximately once per second) lets you know that you have a new message waiting. The Ojo home screen also tells you how many new or viewed messages you have.
- When you are receiving an Ojo call, the LED flashes quickly (three quick flashes) letting you know that you have an incoming call.
- When your Ojo is on and there are no new messages or incoming calls, the LED glows solid blue.

## 23. My Ojo Shadow makes sounds. Why is that happening?

Your Ojo Shadow recently received an automated software upgrade that includes a Sound Effects feature. Here's how it works:

- You have the option of hearing sounds when you perform certain functions with the Ojo. For example, if you press a key that has no function, you will hear a low pitch beep. Or, when you need to confirm an action or change, Ojo makes a short sound prompting you to make a selection.
- With the "key clicks" option on, Ojo sounds a soft chirp letting you know that a button was pressed.

To disable this feature:

1. From the "Home" screen, navigate to "Main Menu" and press Select.
2. Arrow down to "Customize" and press Select.
3. Arrow down to "Sound Effects" and press Select.
4. Arrow down to highlight "No, I like it quiet" and press Select.
5. Press the left arrow.
6. Press the left arrow to highlight "Yes" on the confirmation pop-up and press Select.
7. Your Ojo no longer make sounds when you press a key.

To enable this feature:

1. From the "Home" screen, navigate to "Main Menu" and press Select.
2. Arrow down to "Customize" and press Select.
3. Arrow down to "Sound Effects" and press Select.
4. Arrow down to highlight "Yes, make sounds and key clicks", or "Yes, make key clicks" and press Select.
5. Press the left arrow.
6. Press the left arrow to highlight "Yes" on the confirmation pop-up and press Select.
7. Your Ojo is now configured for key click sounds.

## 24. My Ojo is displaying a message that reads "Symmetric NAT Found Recommend changing NAT Traversal to UPnP or Passive." Why is that happening?

Your Ojo Shadow recently received an automated software upgrade that better supports Symmetric NAT routers.

If you received this message or it continues to display on your Ojo, please perform the following steps or contact customer service at 1-877-FOR-MY-OJO (1-877-367-6965). Our technicians will assist you in resolving this issue. If your Ojo is displaying the screen that states "Found symmetric NAT. Suggest NAT Traversal "UPnP" or "Passive" and press the right arrow.

1. Arrow down to "Advanced" and press Select.
2. Arrow down to "NAT Traversal" and press Select.
3. Arrow down until the word "UPnP" appears in the box and press Select.
4. Press the left arrow.
5. Press the left arrow to highlight "Yes" on the confirmation pop-up and press Select.
6. Press the "End" button to return to the home screen.
7. Your Ojo has been configured for "UPnP" and should now be fully functional.

If you Ojo is displaying the "Home" screen, arrow down to "Main Menu" and press Select.

1. Arrow up to "Connection" and press Select.
2. Arrow down to "Advanced" and press Select.
3. Arrow down to "NAT Traversal" and press Select.
4. Arrow down until the word "UPnP" appears in the box and press Select.
5. Press the left arrow.
6. Press the left arrow to highlight "Yes" on the confirmation pop-up and press Select.
7. Press the "End" button to return to the home screen.
8. Your Ojo has been configured for "UPnP" and should now be fully functional.

If your Ojo continues to display the "Symetric Router" message, you may need to enable UPnP on your router. Consult with your router manual or contact Ojo customer service for assistance. If you have made the changes listed above and the UPnP support is enabled on your router, follow the steps detailed above and select "Passive" in place of "UPnP". UPnP is a technology that allows the Ojo to communicate more effectively with your in-home router. Your router must support UPnP for this option to work.